



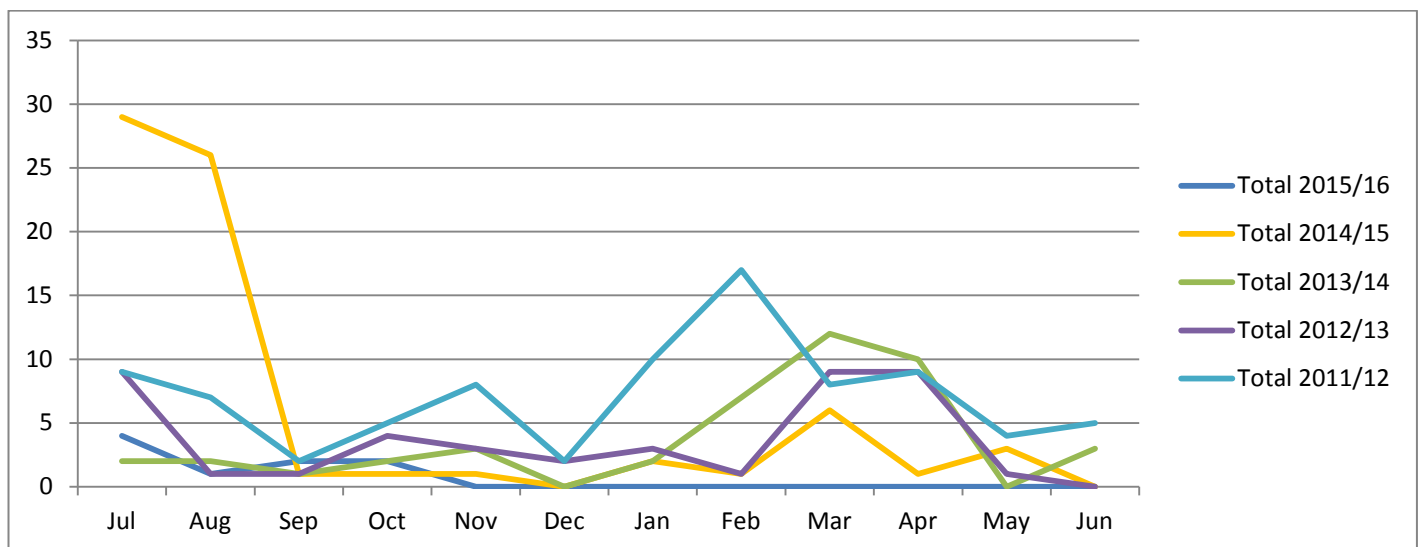
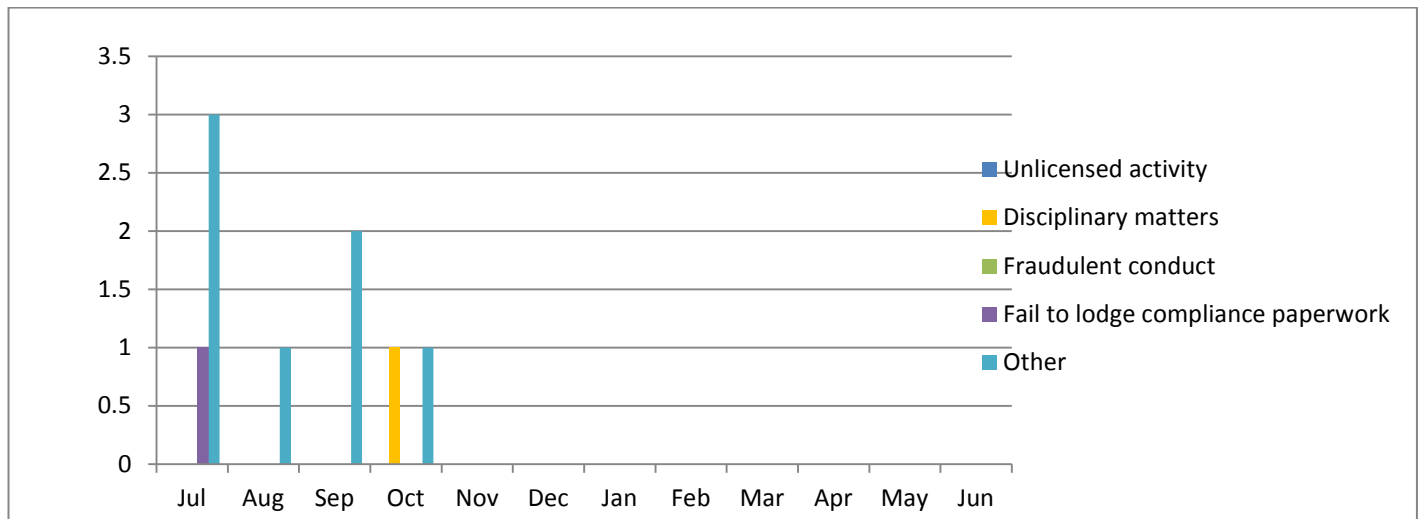
Plumbing compliance report

2nd quarter 2015/16

ENFORCEMENT BRANCH

New matters referred for investigation

There were two new matters referred for investigation during the second quarter. One matter related to failing to exercise general direction and control and the other was for failure to pay new installation fee.

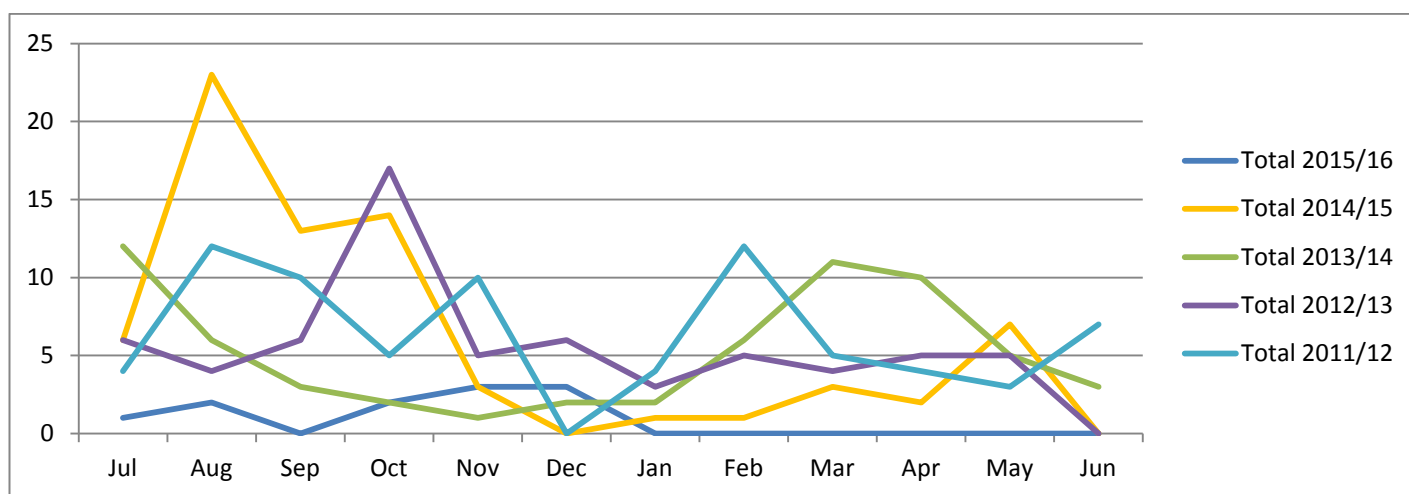
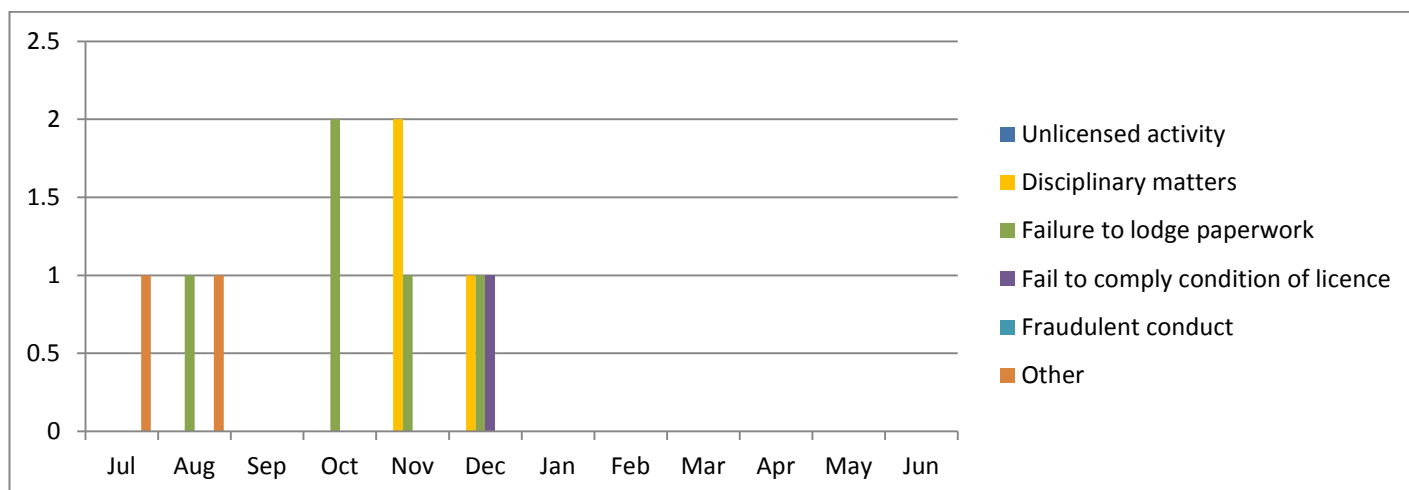


Plumbers Licensing Board Meeting – 29 February 2016

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

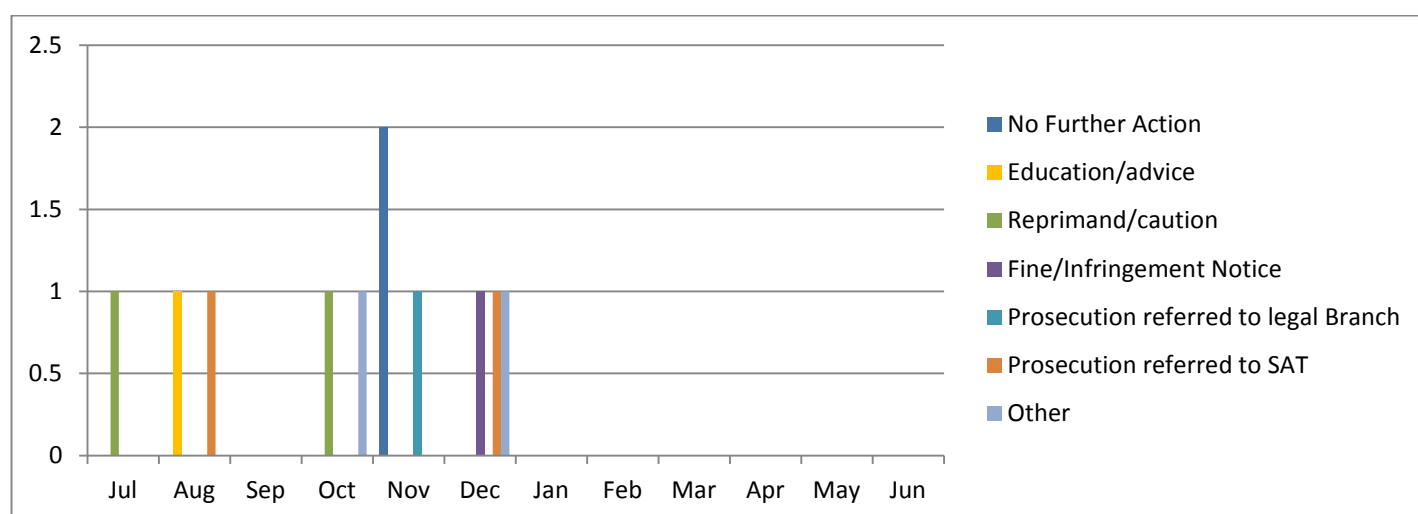


Plumbers Licensing Board Meeting – 29 February 2016

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

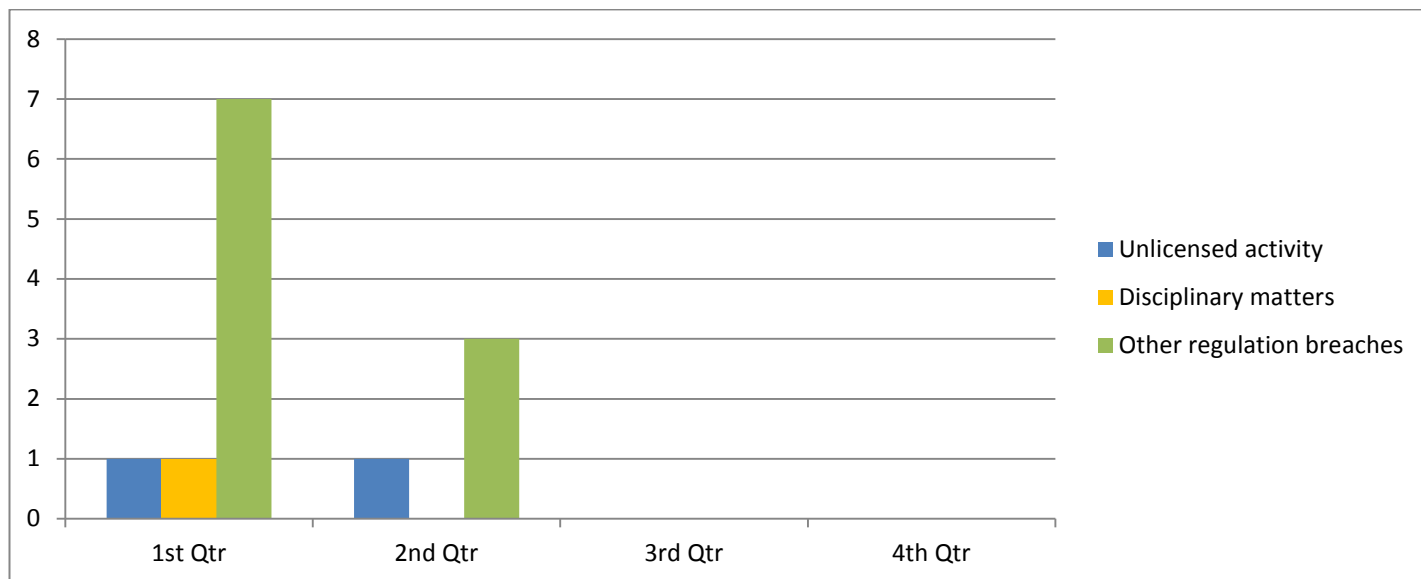
During the second quarter two investigations were concluded with no action taken, two investigations were discontinued and one each were concluded with a caution or reprimand, fine, prosecution referred to the Legal Branch and a prosecution referred to SAT. The two matters where no action was taken related to the failure to exercise general direction and control and carrying out plumbing work whilst not under general direction and control. There was insufficient evidence to support the allegations.



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

Current investigations (as at end of the quarter)

There were four open investigations at the end of the quarter, one for unlicensed activity and three other investigations for general regulatory breaches.

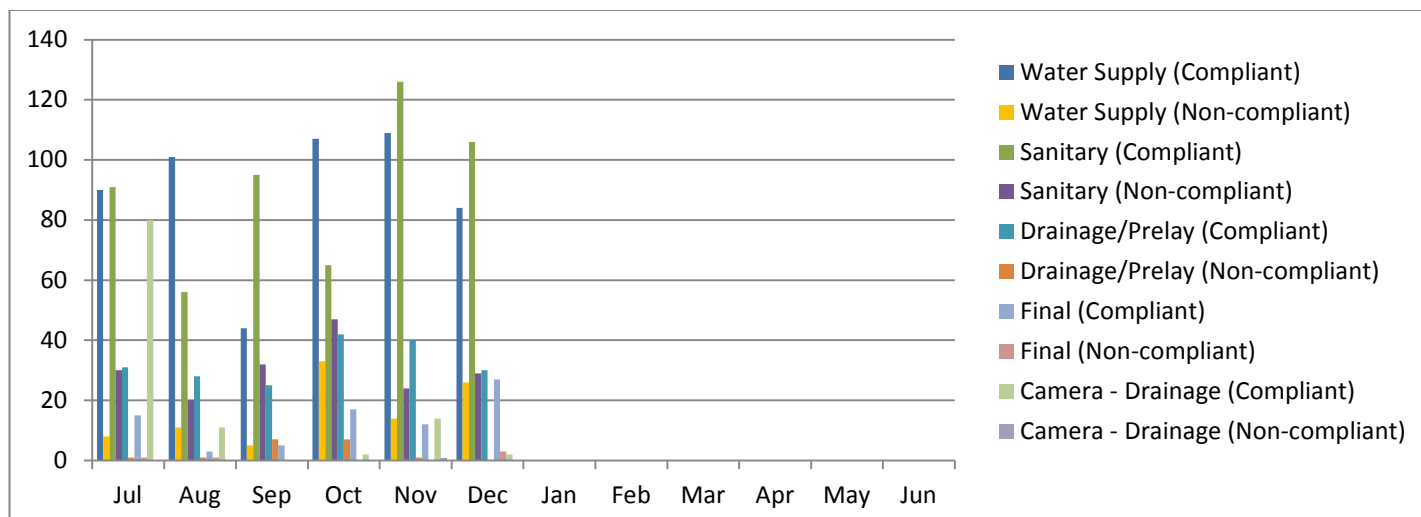


AUDIT BRANCH

General Inspections

Metropolitan inspections

There were 968 general inspections of plumbing work carried out in the metropolitan area during the second quarter. Of these, 373 were water supply inspections of which 300 (approx. 80%) were compliant; 397 were sanitary inspections of which 297 (approx. 75%) were compliant; and 139 were drainage inspections of which 130 (approx. 94%) were compliant. Of the drainage inspections, 19 were conducted using cameras with 18 (95%) being compliant. During the quarter there were 59 final inspections, of which 56 (approx. 95%) were compliant.

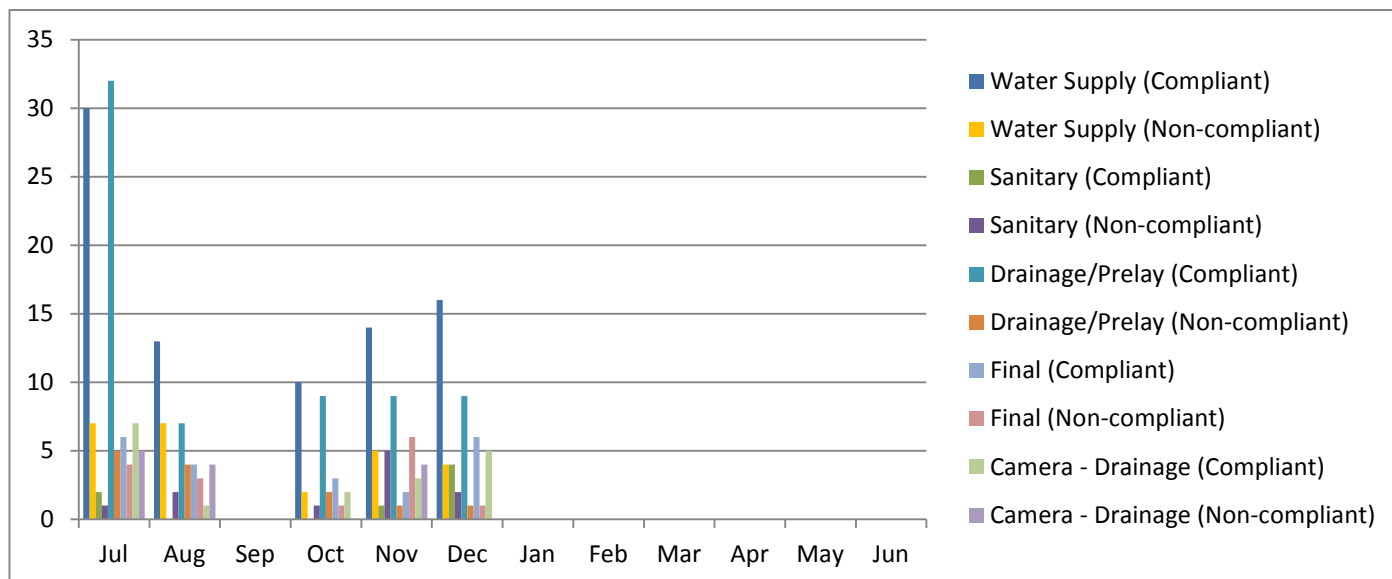


Metro Inspections 2015/16	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Water Supply (Compliant)	90	101	44	107	109	84							535
Water Supply (Non-compliant)	8	11	5	33	14	26							97
Sanitary (Compliant)	91	56	95	65	126	106							539
Sanitary (Non-compliant)	30	20	32	47	24	29							182
Drainage/Prelay (Compliant)	31	28	25	42	40	30							196
Drainage/Prelay (Non-compliant)	1	1	7	7	1	0							17
Final (Compliant)	15	3	5	17	12	27							79
Final (Non-compliant)	1	1	0	0	0	3							5
Camera - Drainage (Compliant)	80	11	0	2	14	2							109
Camera - Drainage (Non-compliant)	0	0	0	0	1	0							1
Total	347	232	213	320	341	307	0	0	0	0	0	0	1760

Bunbury inspections

There were 128 general inspections of plumbing work carried out in the Bunbury region during the second quarter. Of these, 51 were water supply inspections of which 40 (approx. 78%) were compliant; 13 were sanitary inspections of which five (38%) were compliant; 45 were drainage inspections of which 37 (approx. 82%) were compliant. Of the drainage inspections, 14 were conducted using cameras with ten (71%) being compliant. During the quarter there were 19 final inspections, of which 11 (approx. 58%) were compliant.

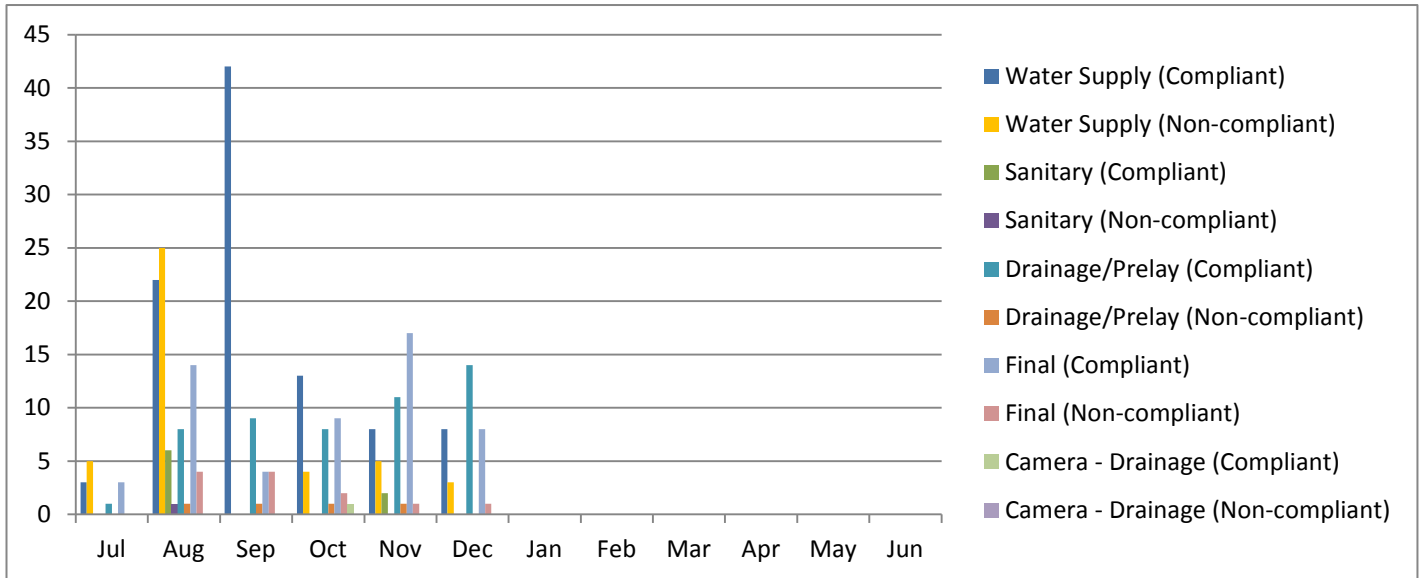
The low percentage of compliance in sanitary inspections is attributed to issues with elevated drainage in housing with an increase in new houses being elevated above ground. The plumbing inspector in the region is educating local plumbers in respect to this issue and will continue to monitor the situation.



Bunbury Inspections 2015/16	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Water Supply (Compliant)	30	13	0	10	14	16							83
Water Supply (Non-compliant)	7	7	0	2	5	4							25
Sanitary (Compliant)	2	0	0	0	1	4							7
Sanitary (Non-compliant)	1	2	0	1	5	2							11
Drainage/Prelay (Compliant)	32	7	0	9	9	9							66
Drainage/Prelay (Non-compliant)	5	4	0	2	1	1							13
Final (Compliant)	6	4	0	3	2	6							21
Final (Non-compliant)	4	3	0	1	6	1							15
Camera - Drainage (Compliant)	7	1	0	2	3	5							18
Camera - Drainage (Non-compliant)	5	4	0	0	4	0							13
Total	99	45	0	30	50	48	0	0	0	0	0	0	272

Geraldton Inspections

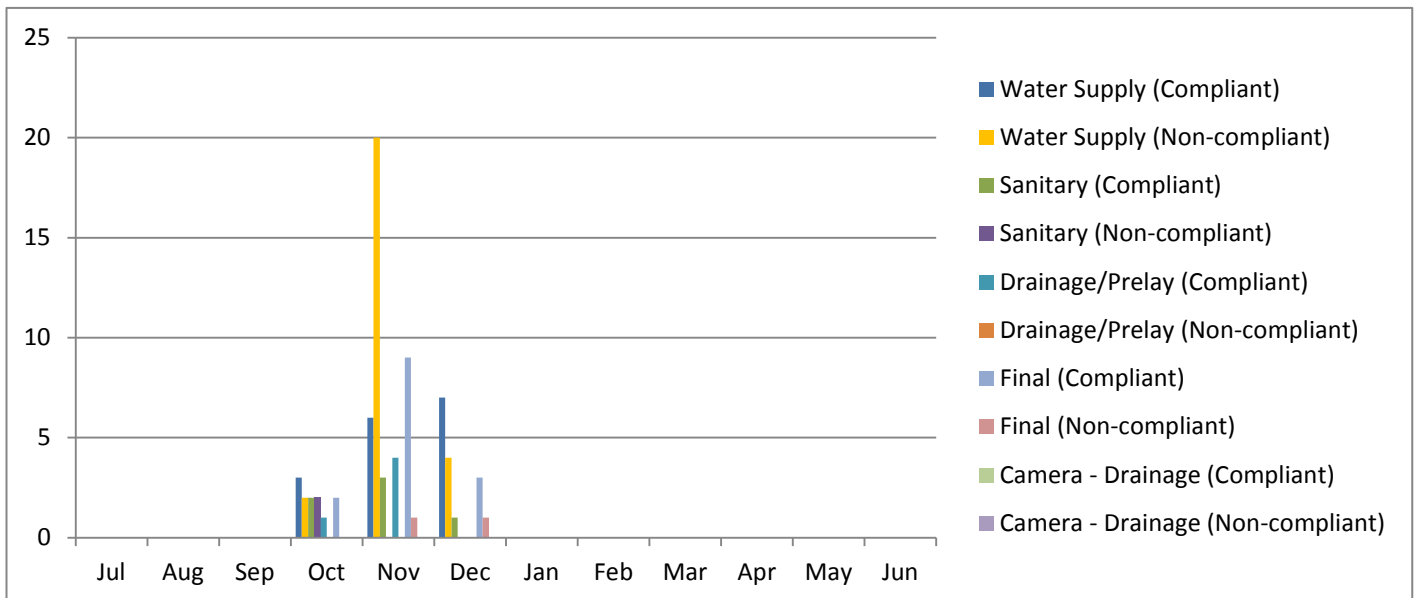
There were 117 general inspections of plumbing work carried out in the Geraldton region during the second quarter. Of these, 41 were water supply inspections of which 29 (approx. 71%) were compliant; two were sanitary inspections, both compliant; and 36 were drainage inspections of which 35 (approx. 97%) were compliant. Of the drainage inspections, 1 compliant inspection was conducted using cameras. During the quarter there were 38 final inspections, of which 34 (approx. 89%) were compliant.



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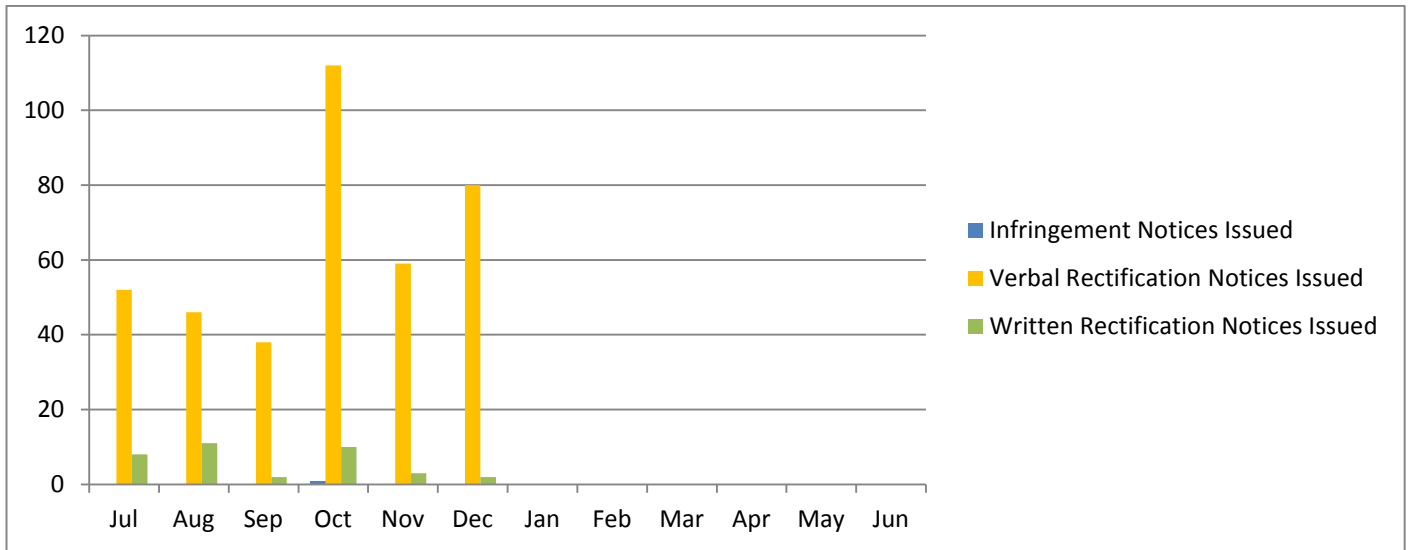
Other regions inspections

Regional trips were conducted in Carnarvon, Upper Wheatbelt, Lower Wheatbelt and Albany during the second quarter. There was a total of 71 inspections carried out. There were 42 water supply inspections of which 16 (approx. 38%) were compliant; eight sanitary inspections of which 6 (approx. 75%) were compliant; and five compliant drainage inspections. During the quarter there were 16 final inspections, of which 14 (approx. 88%) were compliant.



Action taken from non-compliant general inspections

There were 251 verbal rectification notices, 15 written rectification notices and one infringement notice issued during the quarter.

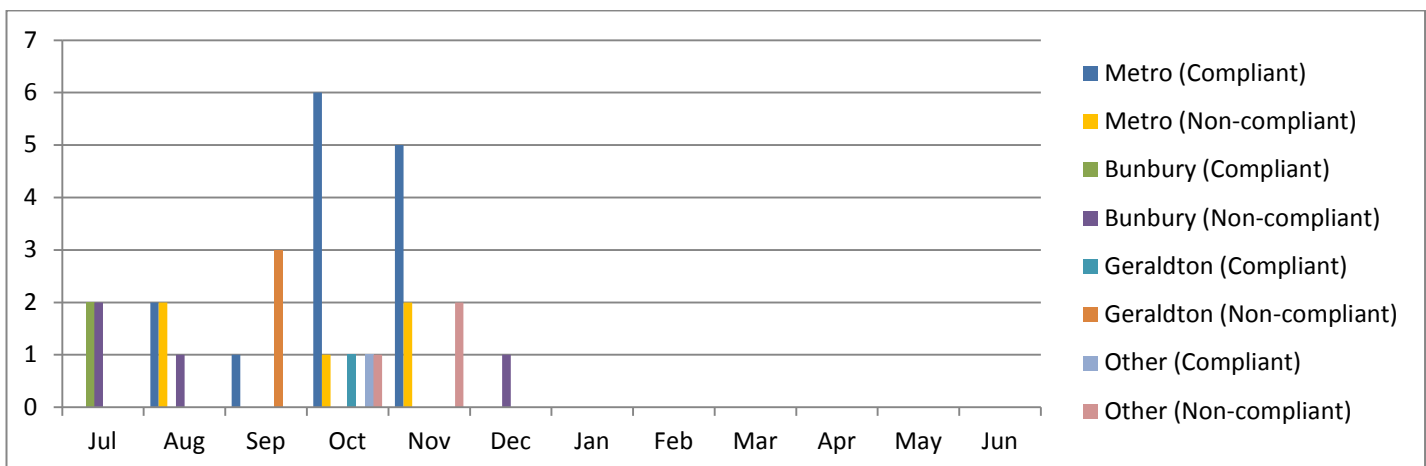


Action Taken from General Inspections 2015/16	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Infringement Notices Issued	0	0	0	1	0	0							1
Verbal Rectification Notices Issued	52	46	38	112	59	80							387
Written Rectification Notices Issued	8	11	2	10	3	2							36

Compliance audits

Compliance audits conducted

During the second quarter there were a total of 20 compliance audits conducted across the State. There were 14 in the metropolitan area with 11 (approx. 79%) being compliant, one non-compliant audit in the Bunbury region, one compliant audit in the Geraldton region and four in other regions with one (25%) being compliant.

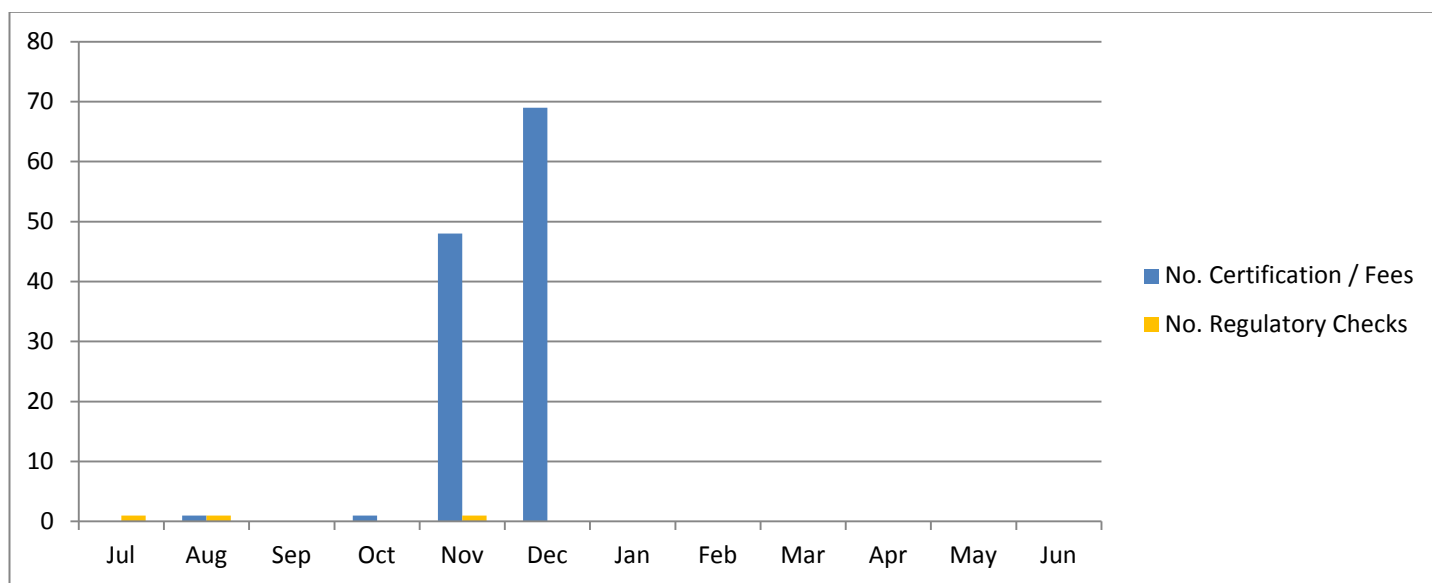


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Compliance Audits 2015/16	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Metro (Compliant)	0	2	1	6	5	0							14
Metro (Non-compliant)	0	2	0	1	2	0							5
Bunbury (Compliant)	2	0	0	0	0	0							2
Bunbury (Non-compliant)	2	1	0	0	0	1							4
Geraldton (Compliant)	0	0	0	1	0	0							1
Geraldton (Non-compliant)	0	0	3	0	0	0							3
Other (Compliant)	0	0	0	1	0	0							1
Other (Non-compliant)	0	0	0	1	2	0							3
Total	4	5	4	10	9	1	0	0	0	0	0	0	33

Administrative non-compliance

During the second quarter there was 118 instance of non-compliance with certification or payment of fees and three non-compliant regulatory checks. An anomaly in the previous reporting of administrative non-compliance was identified during the quarter and therefore, whilst this quarter appears very high, it is probably more accurately reported as normal. The Audit Branch will continue to monitor this over the coming quarters.



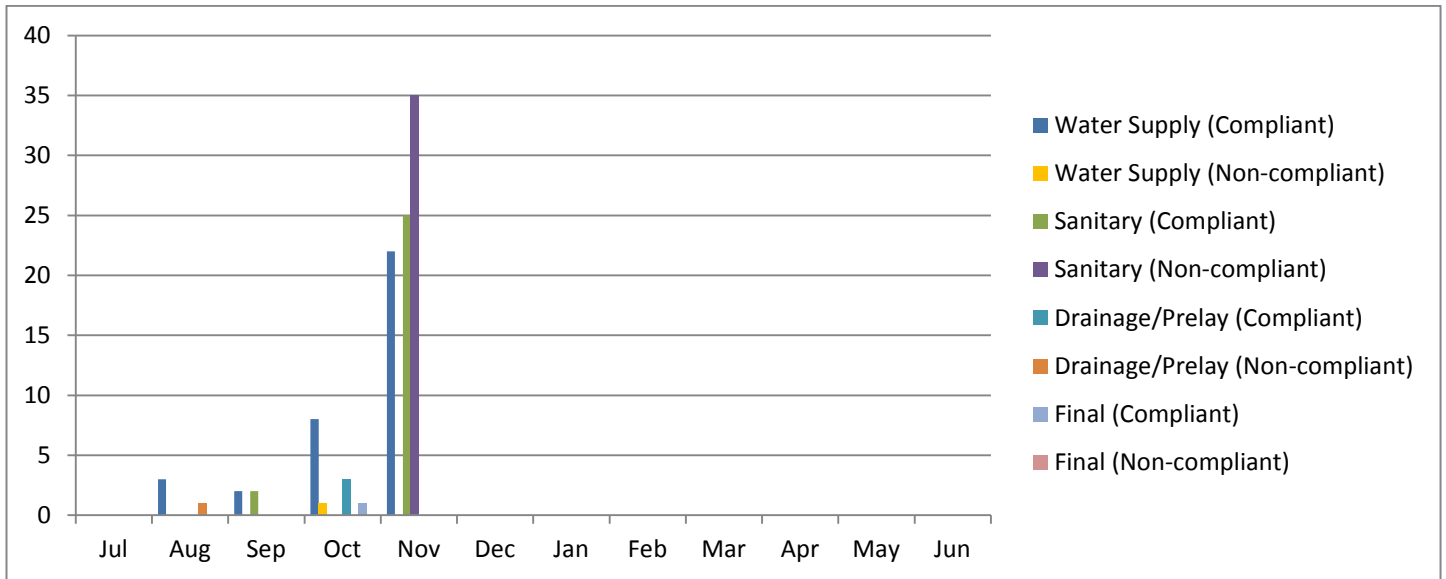
Administrative Non-compliance 2015/16	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
No. Certification / Fees	0	1	0	1	48	69							119
No. Regulatory Checks	1	1	0	0	1	0							3

Metropolitan compliance audit inspections

During the second quarter there were 95 inspections conducted during audits of licensed plumbing contractors in the metropolitan area. There were 31 water supply inspections, with 30 (approx. 97%) being compliant; 60 sanitary inspections, 25 (approx. 42%) compliant; three compliant drainage inspections; and one compliant final inspection.

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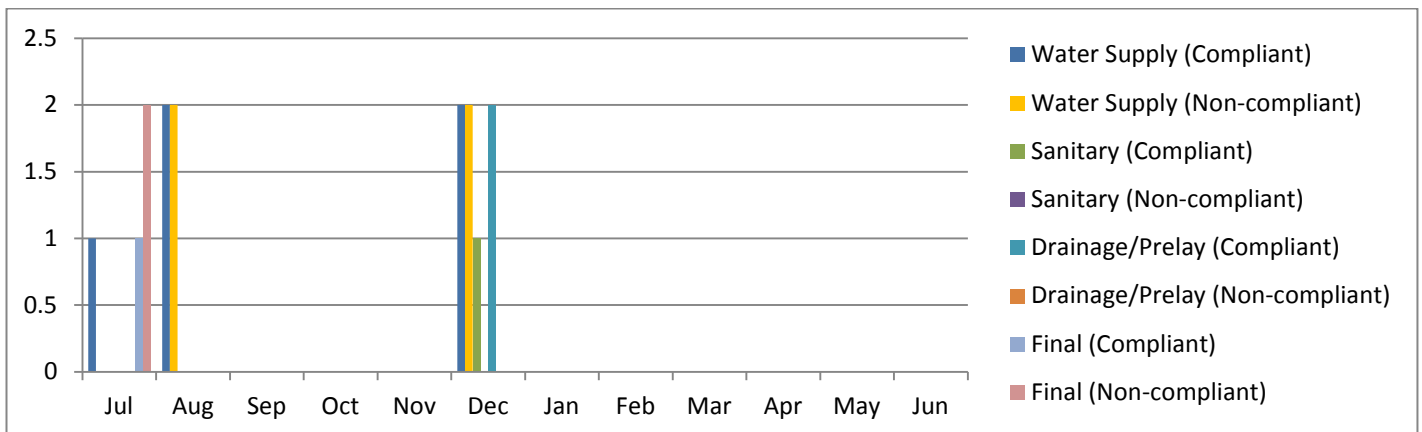
The low level of compliance in sanitary inspections during the quarter is attributed to two or three major projects (multi-units) that were inspected and found to be non-compliant during November. Rectification notices have been issued for these matters.



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	8	22	0							30
Water Supply (Non-compliant)	0	0	0	1	0	0							1
Sanitary (Compliant)	0	0	2	0	25	0							25
Sanitary (Non-compliant)	0	0	0	0	35	0							35
Drainage/Prelay (Compliant)	0	0	0	3	0	0							3
Drainage/Prelay (Non-compliant)	0	1	0	0	0	0							0
Final (Compliant)	0	0	0	1	0	0							1
Final (Non-compliant)	0	0	0	0	0	0							0
Total	0	4	4	13	82	0	0	0	0	0	0	0	95

Bunbury compliance audit inspections

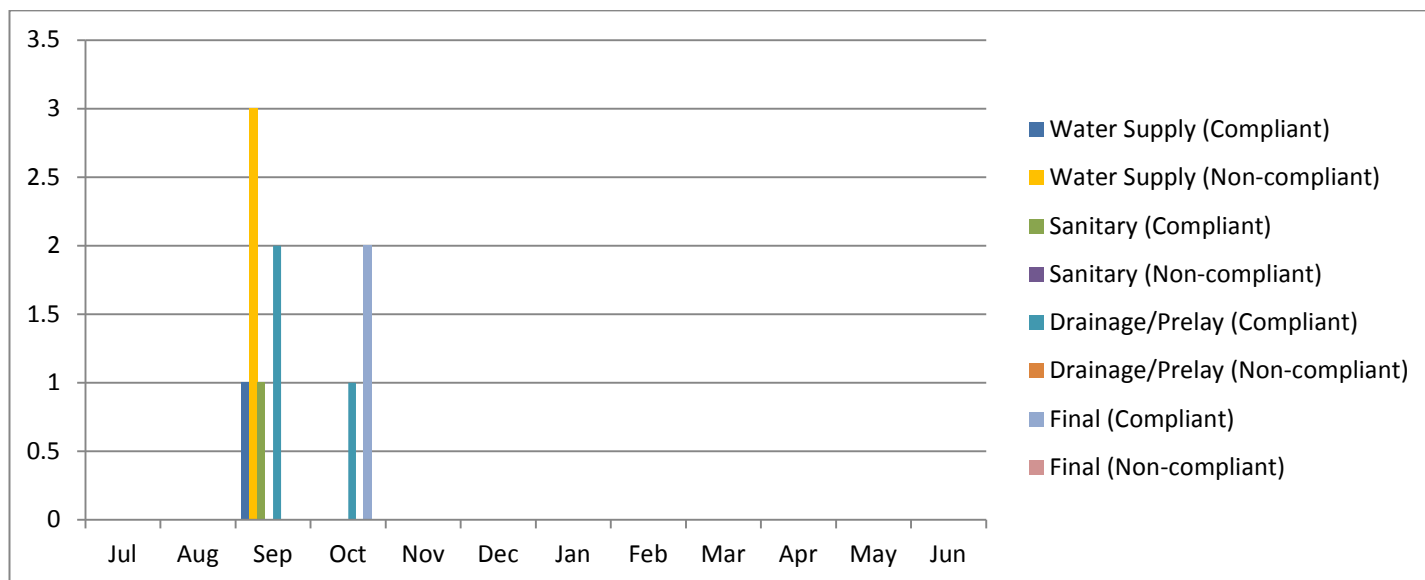
There were seven inspections conducted during audits of licensed plumbing contractors in the Bunbury area in the second quarter. There were four water supply inspections with two (50%) being compliant, one compliant sanitary inspection and two compliant drainage inspections.



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	0	0	2							2
Water Supply (Non-compliant)	0	2	0	0	0	2							2
Sanitary (Compliant)	0	0	0	0	0	1							1
Sanitary (Non-compliant)	0	0	0	0	0	0							0
Drainage/Prelay (Compliant)	0	0	0	0	0	2							2
Drainage/Prelay (Non-compliant)	0	0	0	0	0	0							0
Final (Compliant)	1	0	0	0	0	0							0
Final (Non-compliant)	2	0	0	0	0	0							0
Total	4	4	0	0	0	7	0	0	0	0	0	0	7

Geraldton compliance audit inspections

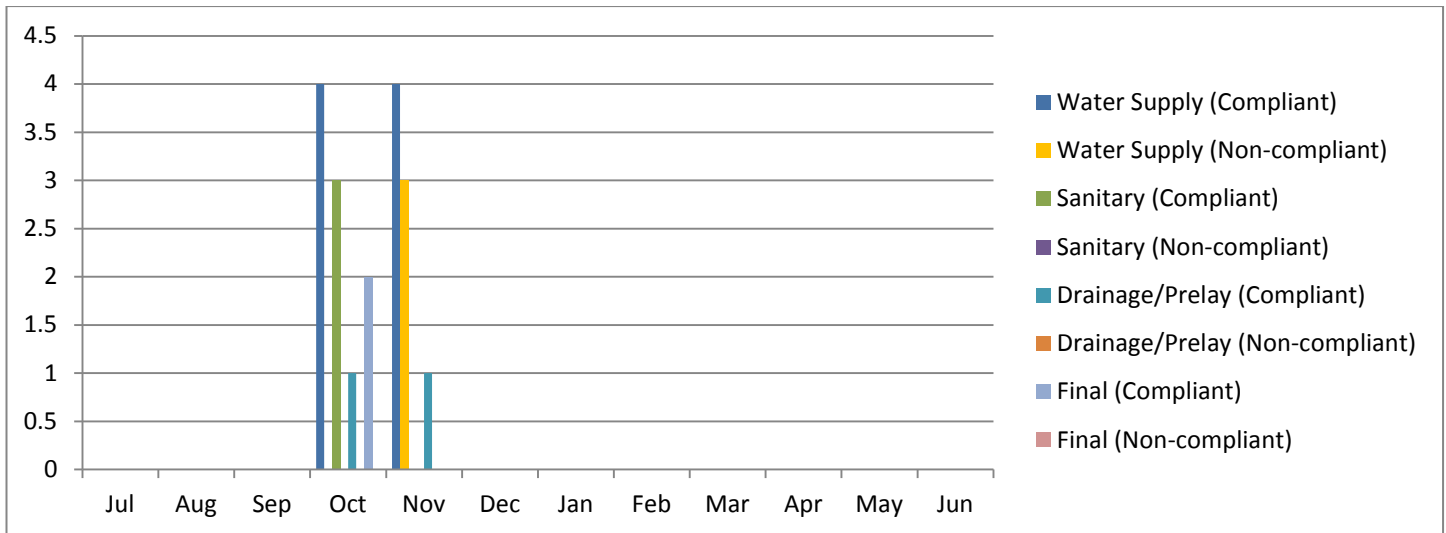
During the second quarter there were three inspections conducted in audits of licensed plumbing contractors in the Geraldton area. There was one compliant drainage inspection and two compliant final inspections.



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	0	0	0							0
Water Supply (Non-compliant)	0	0	3	0	0	0							0
Sanitary (Compliant)	0	0	1	0	0	0							0
Sanitary (Non-compliant)	0	0	0	0	0	0							0
Drainage/Prelay (Compliant)	0	0	2	1	0	0							1
Drainage/Prelay (Non-compliant)	0	0	0	0	0	0							0
Final (Compliant)	0	0	0	2	0	0							2
Final (Non-compliant)	0	0	0	0	0	0							0
Total	0	0	7	3	0	0	0	0	0	0	0	0	3

Other regional compliance audit inspections

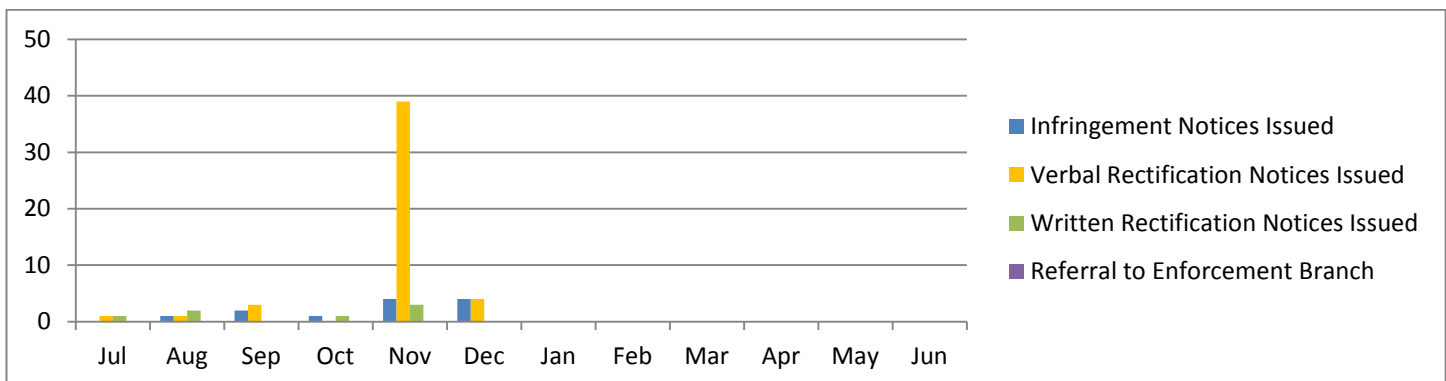
There were 18 inspections conducted as part of an audit in the other regional areas during the second quarter. There were 11 water supply inspections with eight (approx. 73%) being compliant, three compliant sanitary inspections, two compliant drainage inspections and two compliant final inspections.



Other Region Compliance Audit Inspections 2015/16	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Water Supply (Compliant)	0	0	0	4	4	0							8
Water Supply (Non-compliant)	0	0	0	0	3	0							3
Sanitary (Compliant)	0	0	0	3	0	0							3
Sanitary (Non-compliant)	0	0	0	0	0	0							0
Drainage/Prelay (Compliant)	0	0	0	1	1	0							2
Drainage/Prelay (Non-compliant)	0	0	0	0	0	0							0
Final (Compliant)	0	0	0	2	0	0							2
Final (Non-compliant)	0	0	0	0	0	0							0
Total	0	0	0	10	8	0	0	0	0	0	0	0	18

Action taken from non-compliant audit inspections

There were nine infringement notices, 43 verbal rectification notices and four written rectification notices issued during the quarter as a result of non-compliant audits.



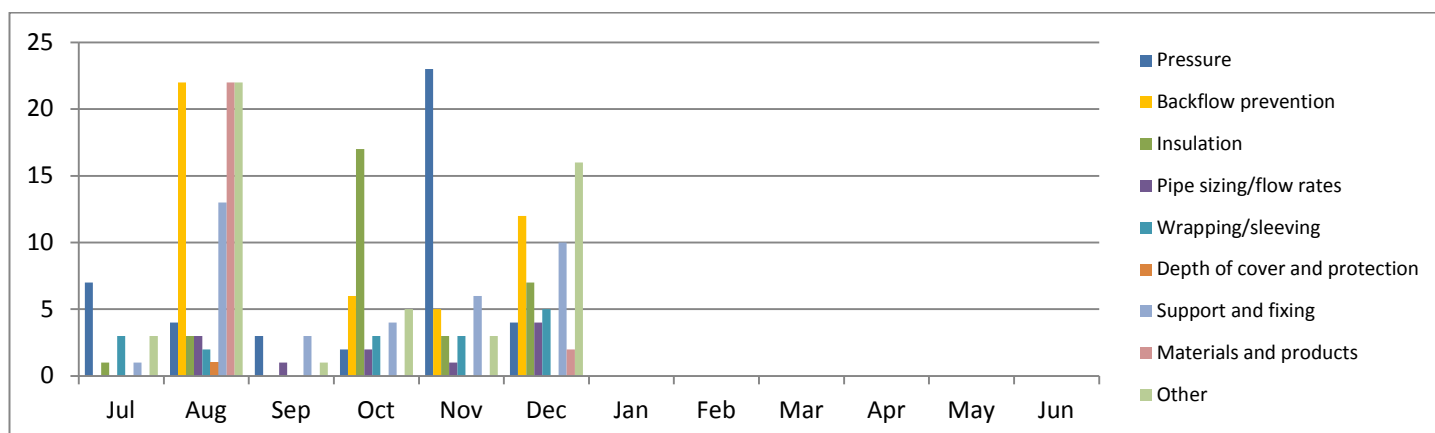
Action Taken from Compliance Audit 2015/16	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Infringement Notices Issued	0	1	2	1	4	4							12
Verbal Rectification Notices Issued	1	1	3	0	39	4							48
Written Rectification Notices Issued	1	2	0	1	3	0							7
Referral to Enforcement Branch	0	0	0	0	0	0							0

Reasons for non-compliance identified during inspections

Water supply inspections

The main reasons for non-compliance during the second quarter were pressure (29), insulation (27) and backflow prevention (24). The high rate of non-compliance for water pressure stems mainly from a targeted Audit of a plumber in Northam that, during a technical inspection of a block of units, identified 16 items of non-compliance. A verbal rectification notice was given to the plumber.

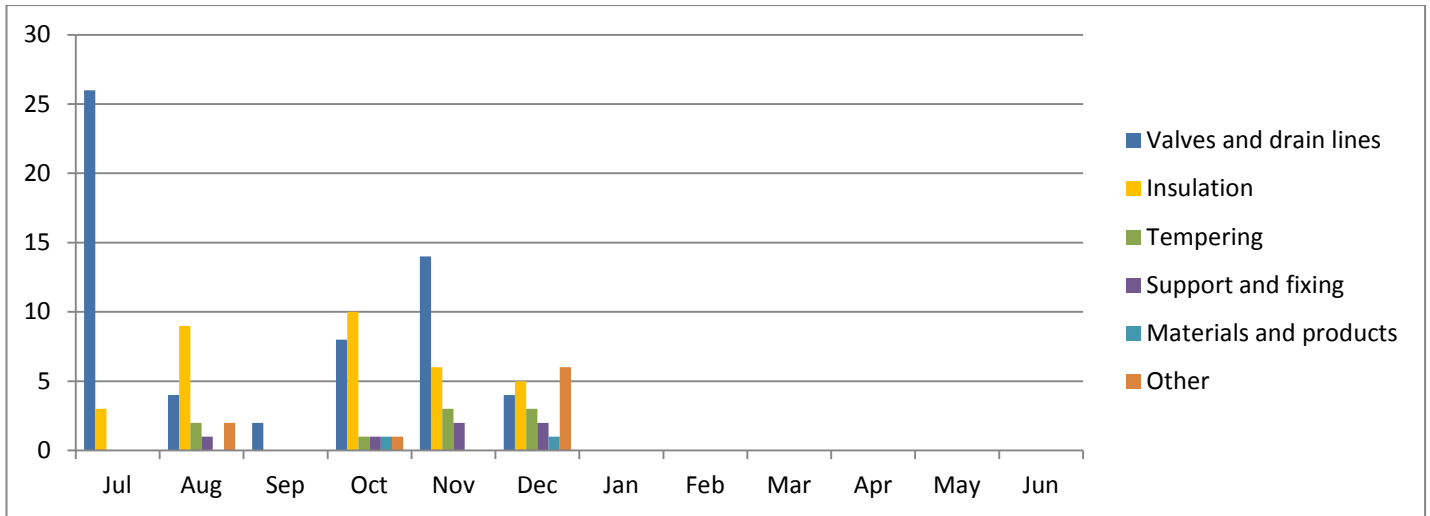
Insulation was high in non-compliance where a number of buried heated water pipes were found to be non-compliant. This appears to be across the Board and the Audit Branch will monitor this over the next quarter.



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	2	23	4							43
Backflow prevention	0	22	0	6	5	12							45
Insulation	1	3	0	17	3	7							31
Pipe sizing/flow rates	0	3	1	2	1	4							11
Wrapping/sleeving	3	2	0	3	3	5							16
Depth of cover and protection	0	1	0	0	0	0							1
Support and fixing	1	13	3	4	6	10							37
Materials and products	0	22	0	0	0	2							24
Other	3	22	1	5	3	16							50

Water heater inspections

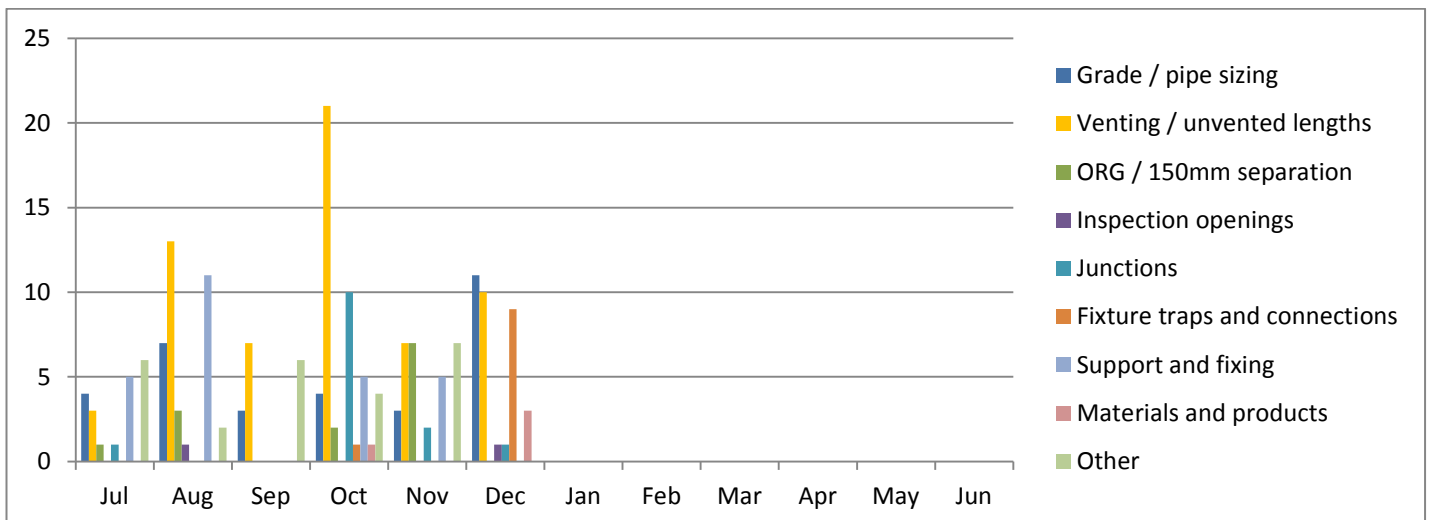
The main reasons for non-compliance were valves and drain lines (26) and insulation (21).



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	8	14	4							58
Insulation	3	9	0	10	6	5							33
Tempering	0	2	0	1	3	3							9
Support and fixing	0	1	0	1	2	2							6
Materials and products	0	0	0	1	0	1							2
Other	0	2	0	1	0	6							9

Sanitary inspections

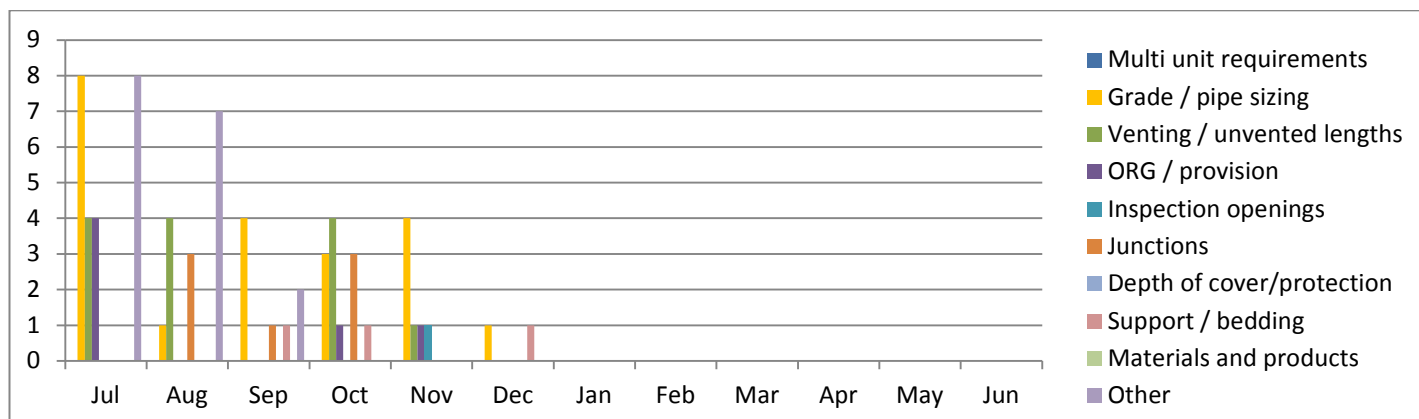
The main reasons for non-compliance during the second quarter were venting/unvented lengths (38) and grade/pipe sizing (18). The high non-compliance due to venting/unvented lengths was reported to relate to two or three major projects and verbal rectification notices have been issued.



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	4	3	11							32
Venting / unvented lengths	3	13	7	21	7	10							61
ORG / 150mm separation	1	3	0	2	7	0							13
Inspection openings	0	1	0	0	0	1							2
Junctions	1	0	0	10	2	1							14
Fixture traps and connections	0	0	0	1	0	9							10
Support and fixing	5	11	0	5	5	0							26
Materials and products	0	0	0	1	0	3							4
Other	6	2	6	4	7	0							25

Drainage inspections

The main reason for non-compliance from drainage inspections during the second quarter was grade/pipe sizing (21).

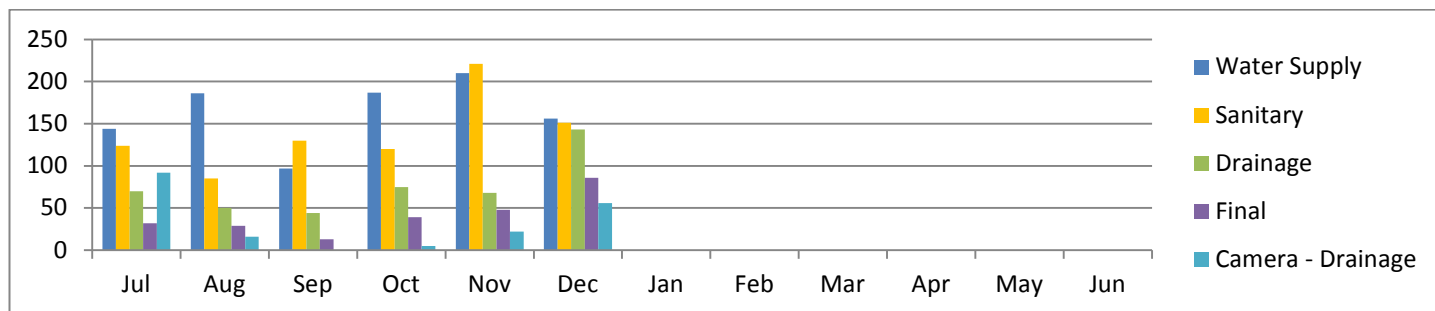


Reasons for Non-compliance of Drainage Inspections 2015/16	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Multi unit requirements	0	0	0	0	0	0							0
Grade / pipe sizing	8	1	4	3	4	1							21
Venting / unvented lengths	4	4	0	4	1	0							13
ORG / provision	4	0	0	1	1	0							6
Inspection openings	0	0	0	0	1	0							1
Junctions	0	3	1	3	0	0							7
Depth of cover/protection	0	0	0	0	0	0							0
Support / bedding	0	0	1	1	0	1							3
Materials and products	0	0	0	0	0	0							0
Other	8	7	2	0	0	0							17

General matters

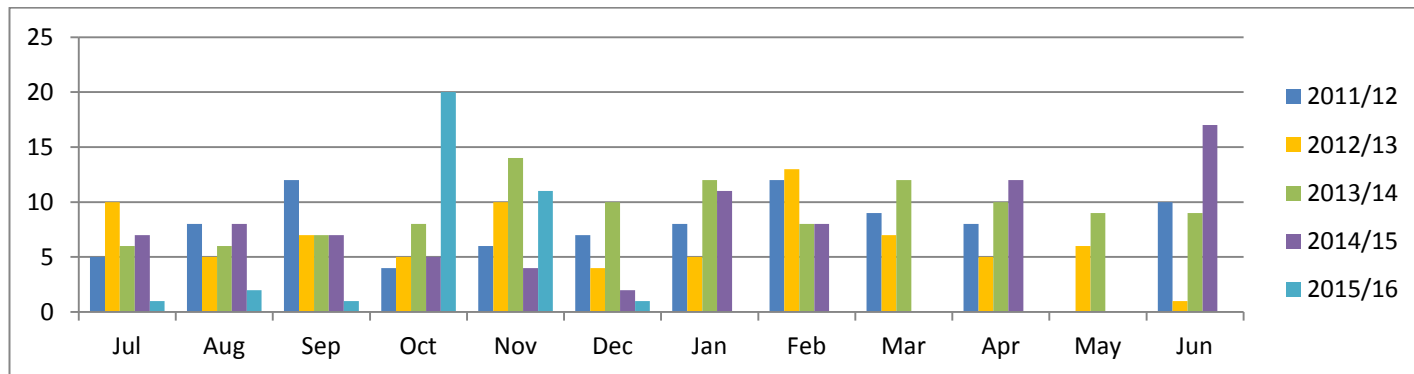
Total inspections conducted (general and compliance audits)

There were a total of 553 water supply inspections, 492 sanitary inspections, 286 drainage inspections, 173 final inspections and 83 camera drainage inspections carried out during the second quarter. In total there were 1587 inspections carried out during the quarter.



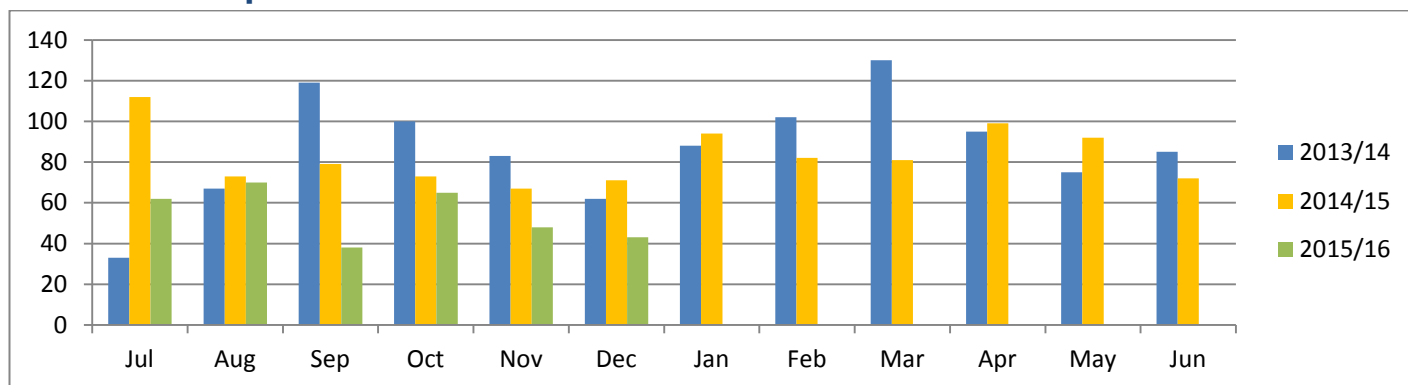
Total Inspections Conducted	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Water Supply	144	186	97	187	210	156							980
Sanitary	124	85	130	120	221	151							831
Drainage	70	50	44	75	68	143							450
Final	32	29	13	39	48	86							247
Camera - Drainage	92	16	0	5	22	56							191

Inductions



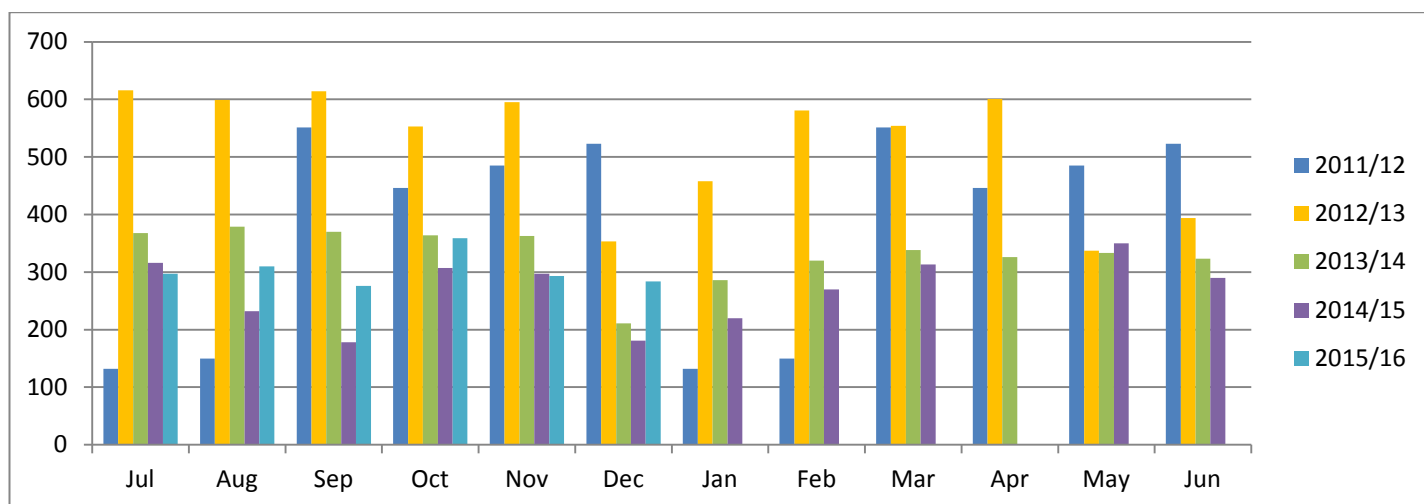
Inductions	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
2011/12	5	8	12	4	6	7	8	12	9	8	0	10	89
2012/13	10	5	7	5	10	4	5	13	7	5	6	1	78
2013/14	6	6	7	8	14	10	12	8	12	10	9	9	111
2014/15	7	8	7	5	4	2	11	8	0	12	0	17	81
2015/16	1	2	1	20	11	1							36

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	65	48	43							326

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	359	293	284							1819