

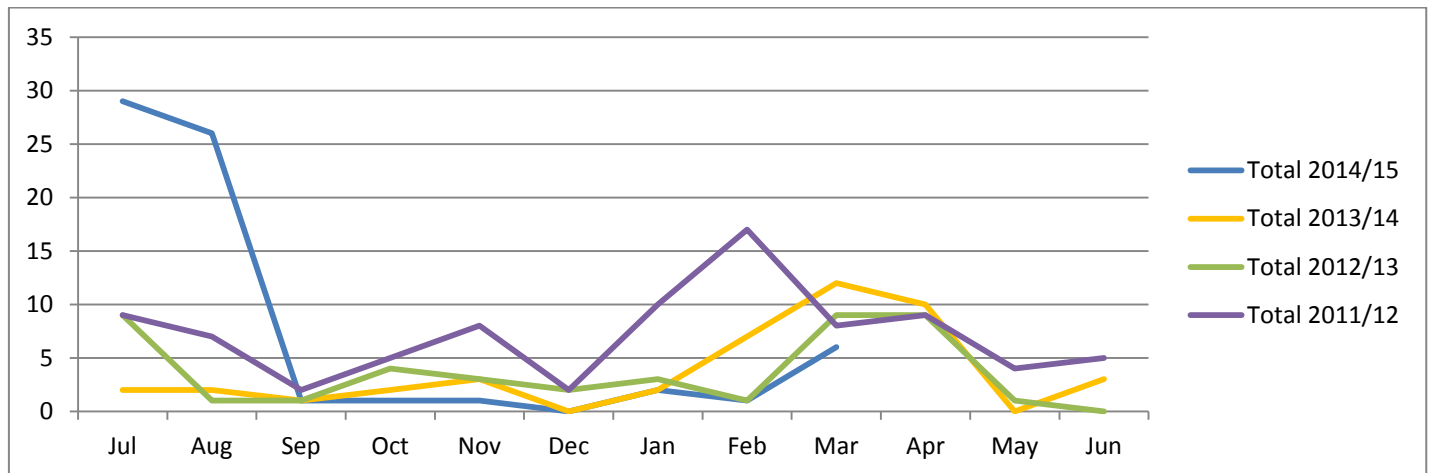
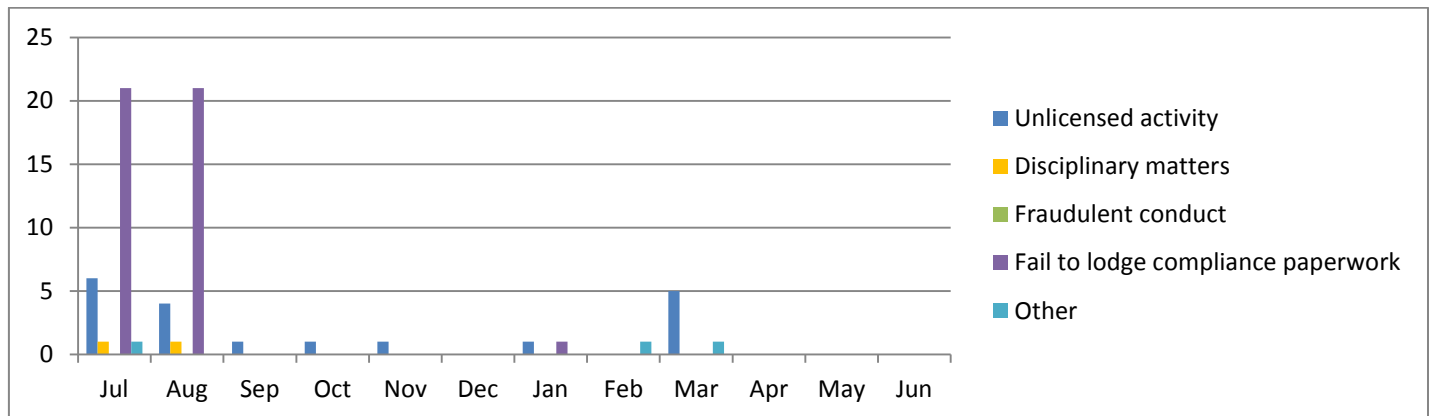


Plumbing Compliance Report

3rd Quarter 2014/15

New Matters Referred for Investigation

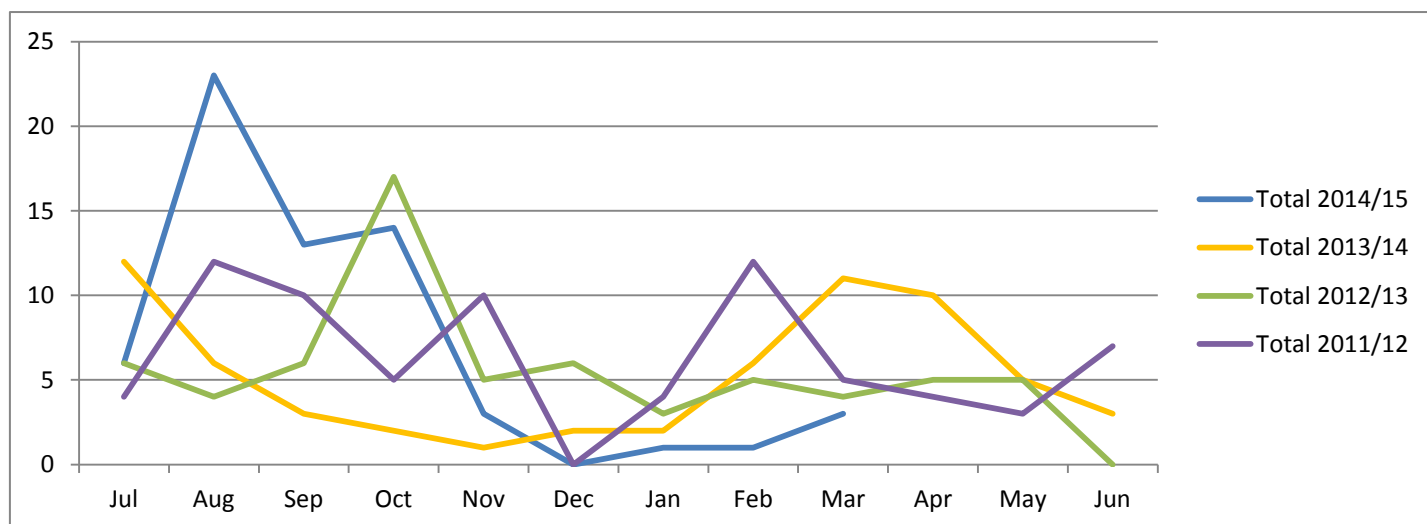
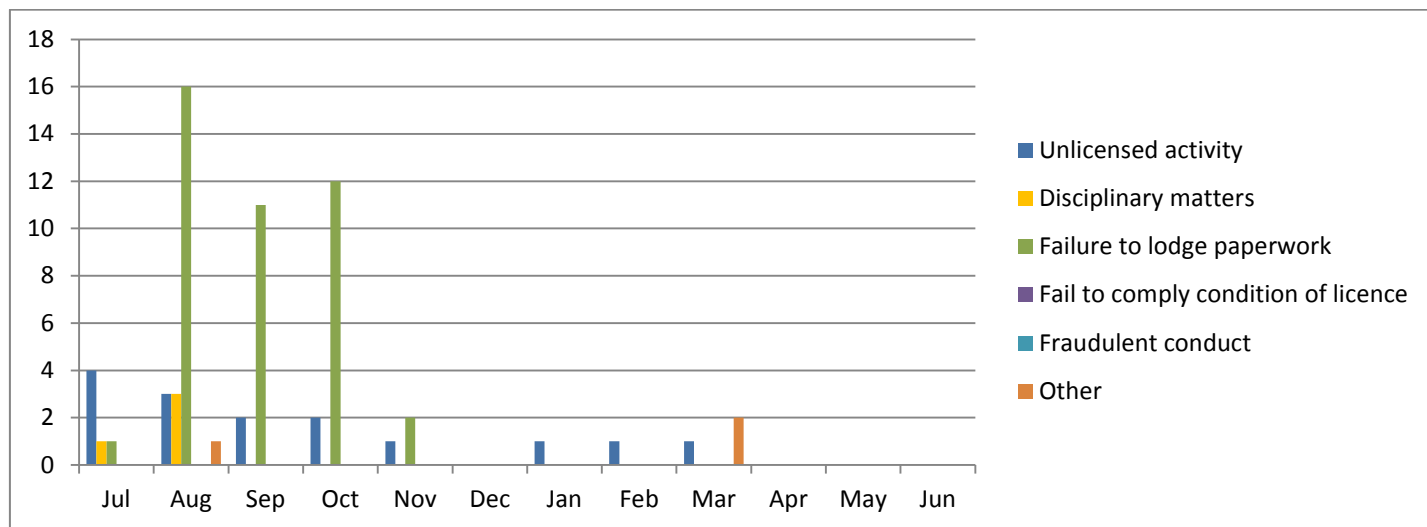
There were nine new matters referred for investigation during the third quarter. Six related to unlicensed activity, one was for failing to lodge compliance paperwork, one for failing to comply with a rectification notice and one for failing to exercise general direction and control.



New Matters Referred for Investigation	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Unlicensed activity	6	4	1	1	1	0	1	0	5			
Disciplinary matters	1	1	0	0	0	0	0	0	0			
Fraudulent conduct	0	0	0	0	0	0	0	0	0			
Fail to lodge compliance paperwork	21	21	0	0	0	0	1	0	0			
Other	1	0	0	0	0	0	0	1	1			
Total 2014/15	29	26	1	1	1	0	2	1	6			
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

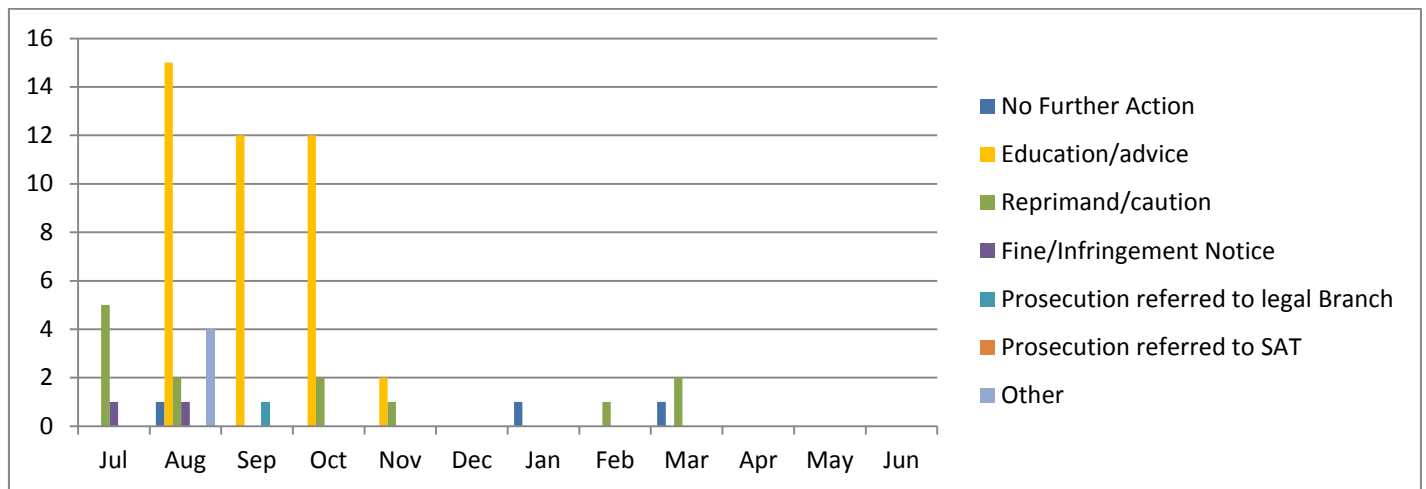
There were five investigations concluded during the third quarter. Three of these were for unlicensed activity, one for failing to comply with a rectification notice and one for carrying plumbing work without being under the general direction and control of a licensed plumbing contractor.



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

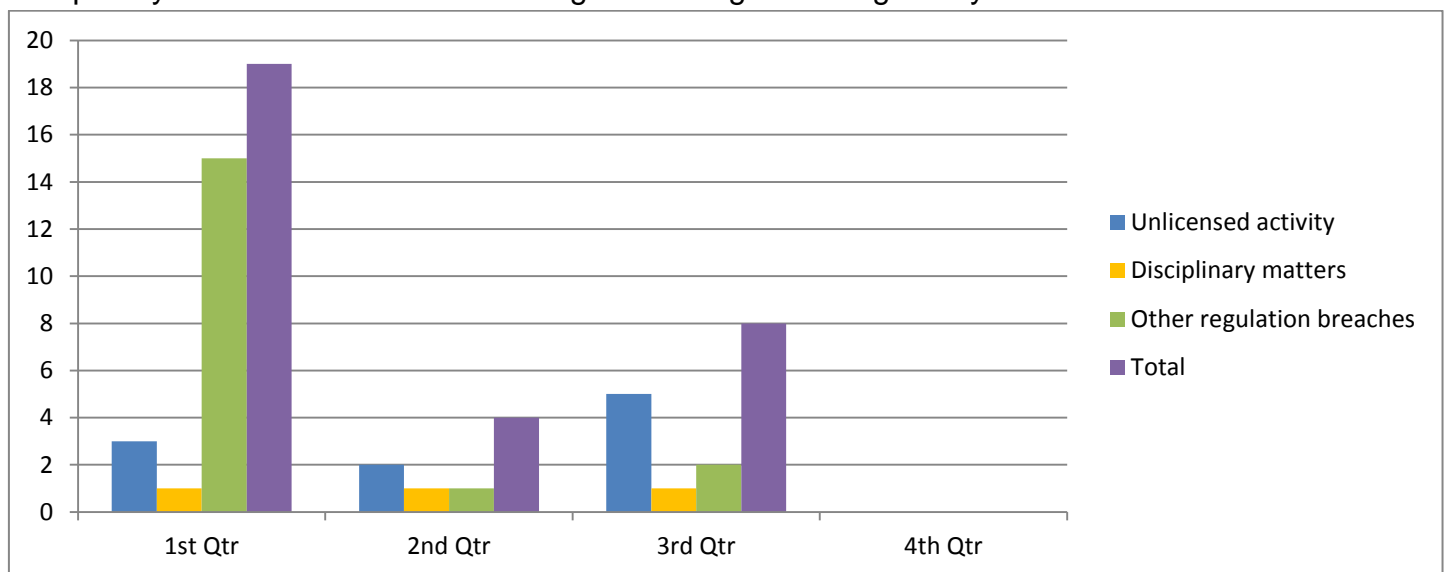
During the third quarter three investigations were concluded with a reprimand or caution and two had no further action taken.



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

Current Investigations (as at end of the quarter)

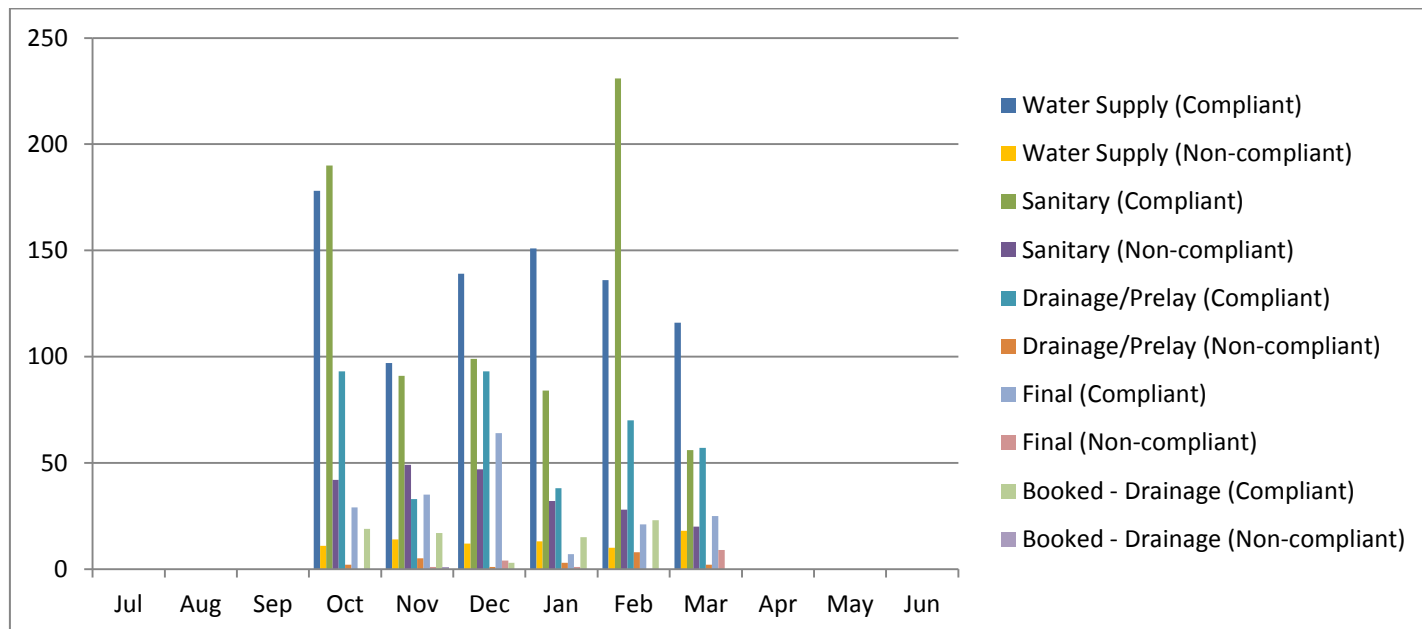
There were eight open investigations at the end of the quarter, five for unlicensed activity, one for a disciplinary matter and two other investigations for general regulatory breaches.



Metropolitan Inspections

There were 1174 general inspections of plumbing work carried out in the metropolitan area during the third quarter. Of these, 444 were water supply inspections of which 403 (approx. 91%) were compliant; 451 were sanitary inspections of which 371 (approx. 82%) were compliant; and 178 were drainage inspections of which 165 (approx. 93%) were compliant.

During the quarter there were 63 final inspections, of which 53 (approx. 84%) were compliant and 38 booked drainage inspections, which were all compliant.

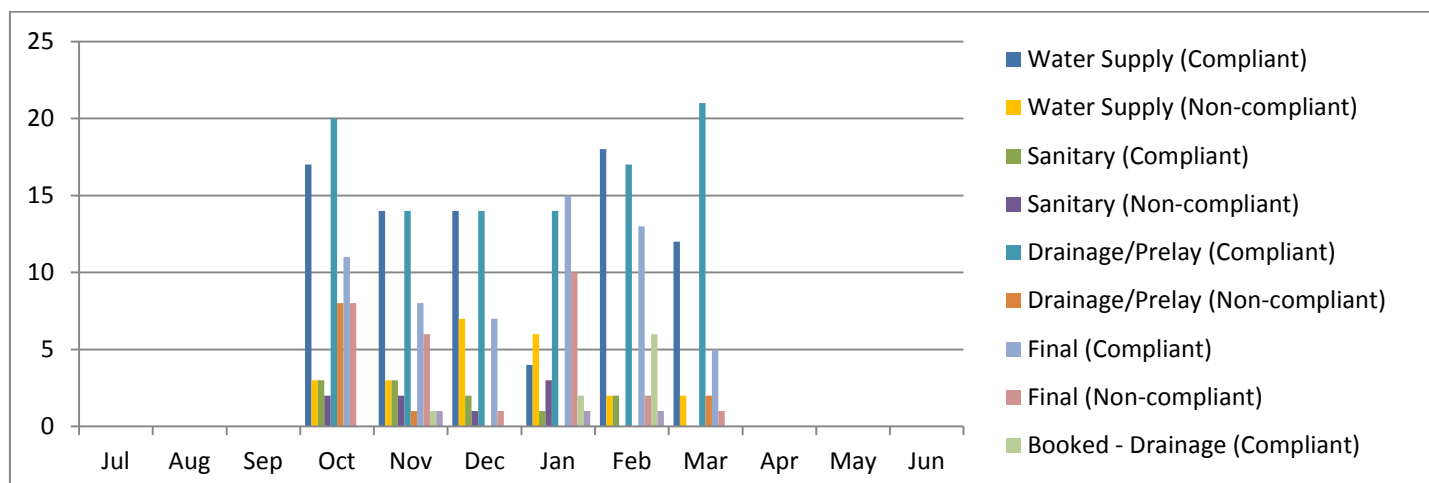


Metro Inspections 2014/15	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Water Supply (Compliant)				178	97	139	151	136	116				817
Water Supply (Non-compliant)				11	14	12	13	10	18				78
Sanitary (Compliant)				190	91	99	84	231	56				751
Sanitary (Non-compliant)				42	49	47	32	28	20				218
Drainage/Prelay (Compliant)				93	33	93	38	70	57				384
Drainage/Prelay (Non-compliant)				2	5	1	3	8	2				21
Final (Compliant)				29	35	64	7	21	25				181
Final (Non-compliant)				0	1	4	1	0	9				15
Booked - Drainage (Compliant)				19	17	3	15	23	0				77
Booked - Drainage (Non-compliant)				0	1	0	0	0	0				1
Total				564	343	462	344	527	303				2543

Bunbury Inspections

There were 160 general inspections of plumbing work carried out in the Bunbury region during the third quarter. Of these, 44 were water supply inspections of which 34 (approx. 77%) were compliant; six were sanitary inspections of which three (approx. 50%) were compliant; and 55 were drainage inspections of which 53 (approx. 96%) were compliant.

During the quarter there were 46 final inspections, of which 33 (approx. 72%) were compliant and ten booked drainage inspections with eight (80%) being compliant.

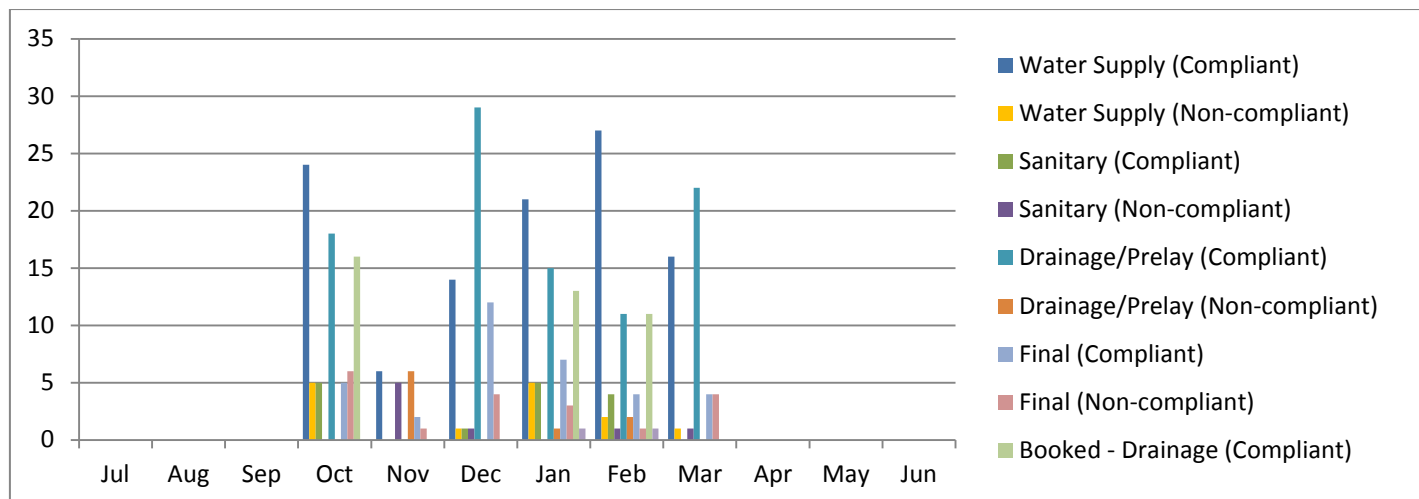


Bunbury Inspections 2014/15	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Water Supply (Compliant)				17	14	14	4	18	12				79
Water Supply (Non-compliant)				3	3	7	6	2	2				23
Sanitary (Compliant)				3	3	2	1	2	0				11
Sanitary (Non-compliant)				2	2	1	3	0	0				8
Drainage/Prelay (Compliant)				20	14	14	14	17	21				100
Drainage/Prelay (Non-compliant)				8	1	0	0	0	2				11
Final (Compliant)				11	8	7	15	13	5				59
Final (Non-compliant)				8	6	1	10	2	1				28
Booked - Drainage (Compliant)				0	1	0	2	6	0				9
Booked - Drainage (Non-compliant)				0	1	0	1	1	0				3
Total				72	53	46	56	61	43				331

Geraldton Inspections

There were 183 general inspections of plumbing work carried out in the Geraldton region during the third quarter. Of these, 72 were water supply inspections of which 64 (approx. 89%) were compliant; eleven were sanitary inspections of which 9 (82%) were compliant; and 51 were drainage inspections of which 48 (approx. 94%) were compliant.

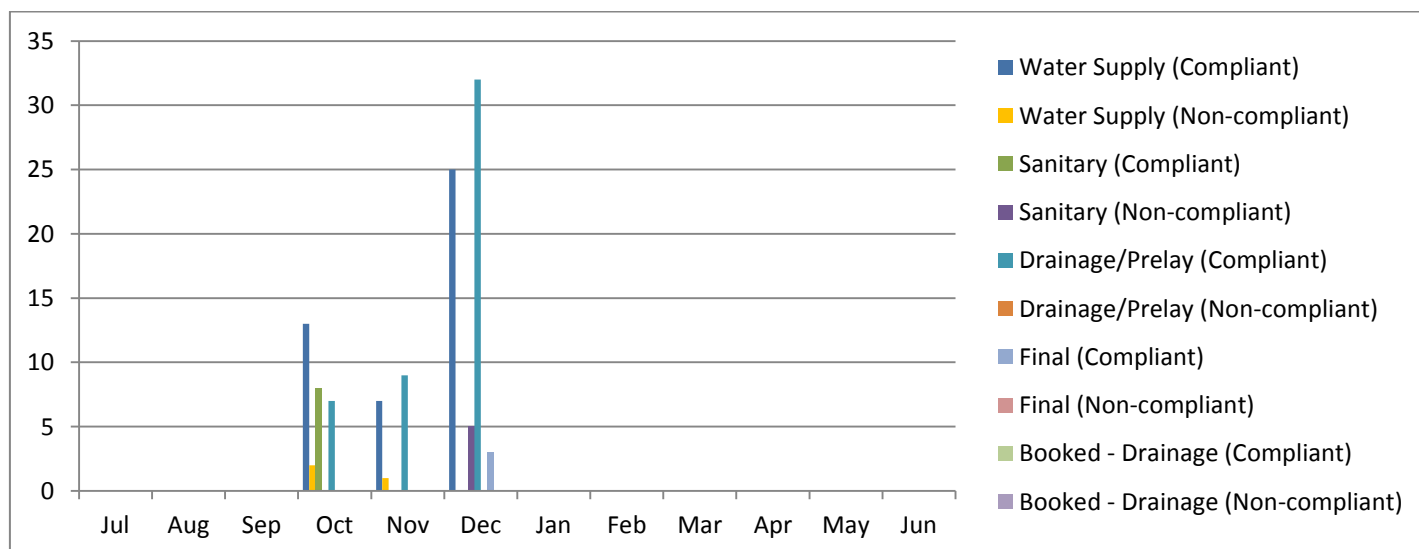
During the quarter there were 23 final inspections, of which 15 (approx. 65%) were compliant and 26 booked drainage inspections with 24 (approx. 92%) being compliant.



Geraldton Inspections 2014/15	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Water Supply (Compliant)				24	6	14	21	27	16				108
Water Supply (Non-compliant)				5	0	1	5	2	1				14
Sanitary (Compliant)				5	0	1	5	4	0				15
Sanitary (Non-compliant)				0	5	1	0	1	1				8
Drainage/Prelay (Compliant)				18	0	29	15	11	22				95
Drainage/Prelay (Non-compliant)				0	6	0	1	2	0				9
Final (Compliant)				5	2	12	7	4	4				34
Final (Non-compliant)				6	1	4	3	1	4				19
Booked - Drainage (Compliant)				16	0	0	13	11	0				40
Booked - Drainage (Non-compliant)				0	0	0	1	1	0				2
Total				79	20	62	71	64	48				344

Other Region Inspections

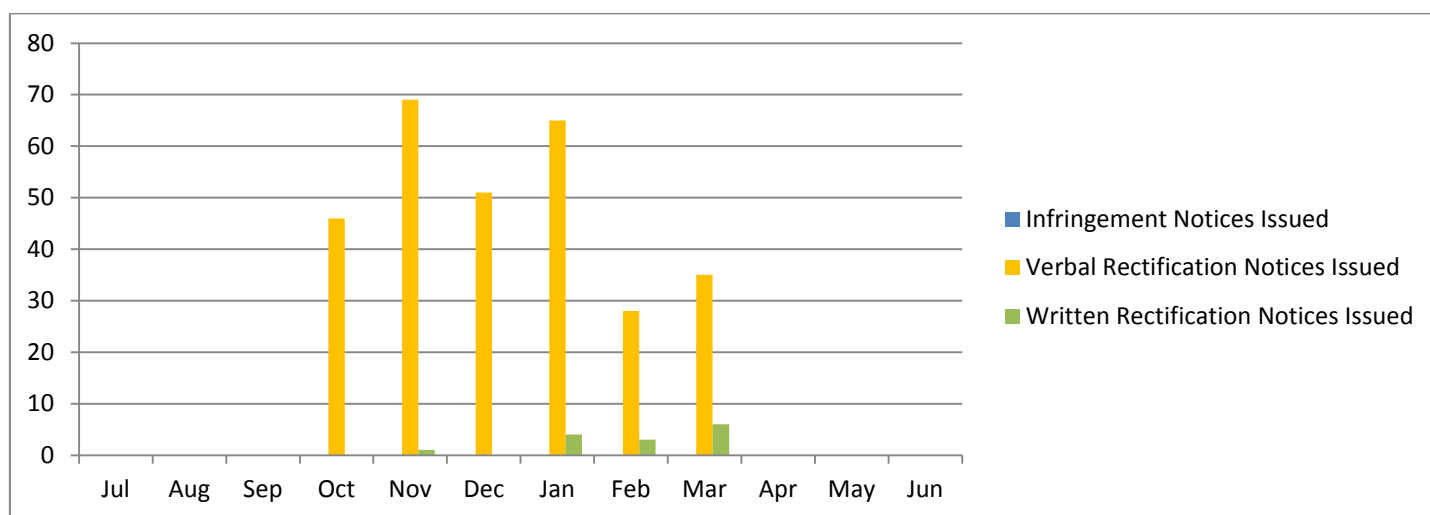
There were no regional trips conducted during the third quarter.



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

Action Taken from Non-Compliant General Inspections

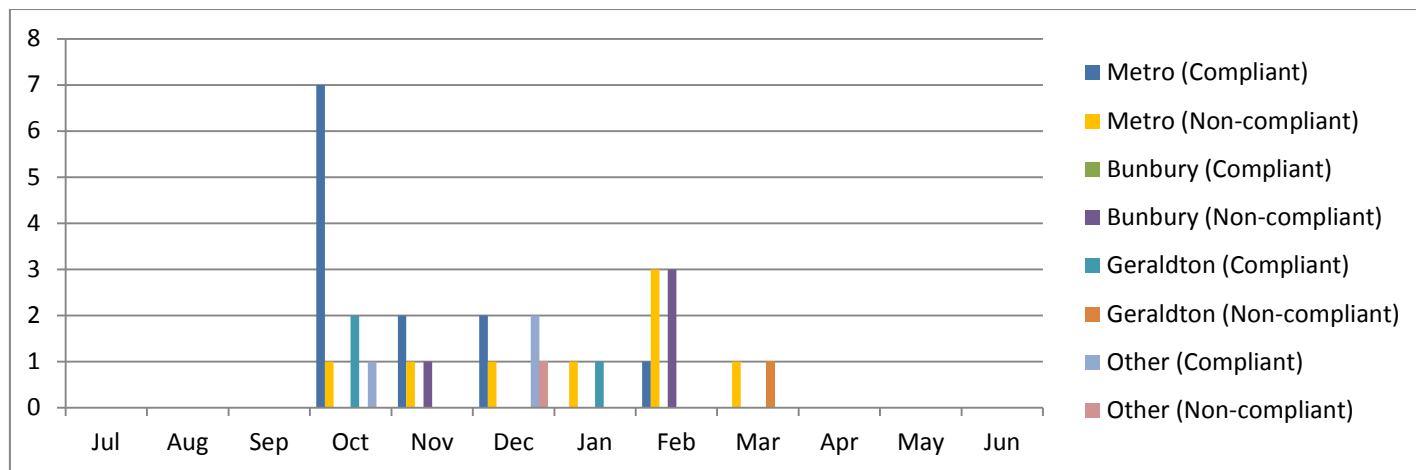
There were 128 verbal rectification notices and 13 written rectification notices issued during the quarter.



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	0	0				0
Verbal Rectification Notices Issued				46	69	51	65	28	35				294
Written Rectification Notices Issued				0	1	0	4	3	6				14

Compliance Audits Conducted

During the third quarter there were a total of eleven compliance audits conducted across the State. There were six in the metropolitan area with one (approx. 17%) being compliant. The three compliance audits conducted in the Bunbury region were not compliant and there were two conducted in the Geraldton region with one being compliant.

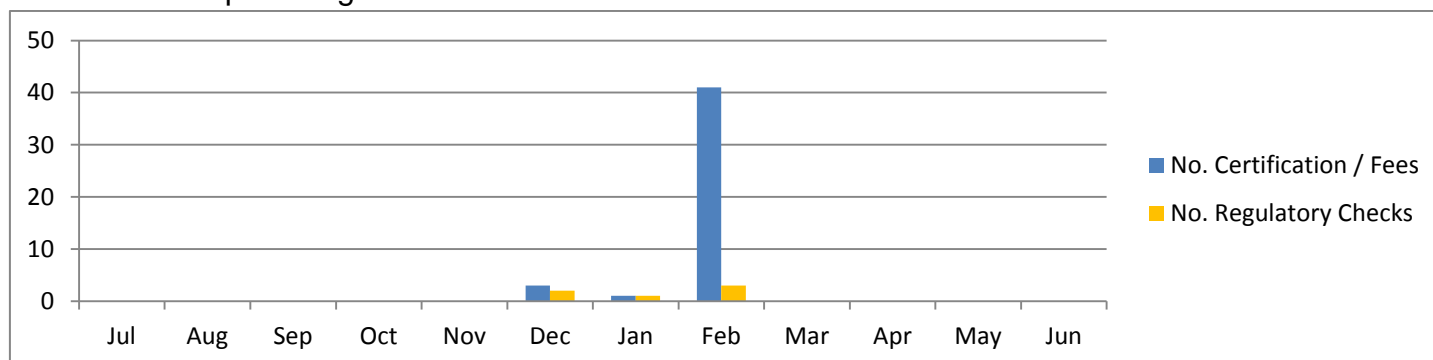


Compliance Audits 2014/15	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Metro (Compliant)				7	2	2	0	1	0				12
Metro (Non-compliant)				1	1	1	1	3	1				8
Bunbury (Compliant)				0	0	0	0	0	0				0
Bunbury (Non-compliant)				0	1	0	0	3	0				4
Geraldton (Compliant)				2	0	0	1	0	0				3
Geraldton (Non-compliant)				0	0	0	0	0	1				1
Other (Compliant)				1	0	2	0	0	0				3
Other (Non-compliant)				0	0	1	0	0	0				1
Total				11	4	6	2	7	2				32

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).

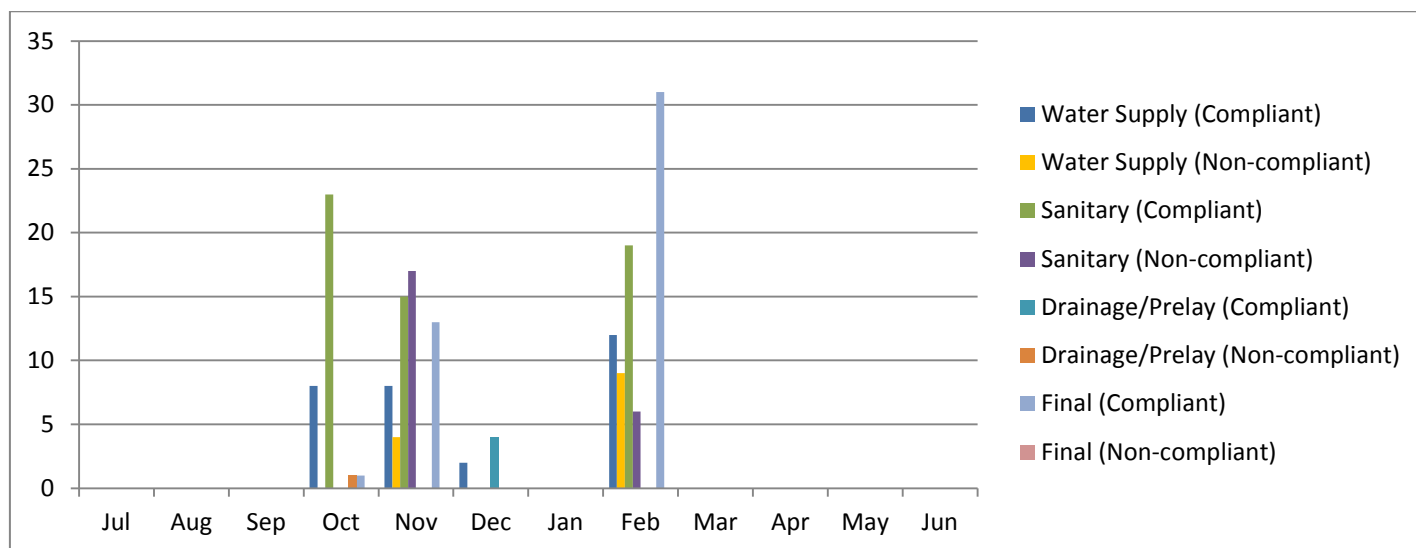
During the third quarter there were 42 instances of non-compliance with certification or payment of fees and four non-compliant regulatory checks. The high number of non-compliance with certification or payment of fees is due to an audit conducted on a licensed plumbing contractor in the Bunbury region, which was completed in February. The audit identified a substantial number of incidences where compliance paperwork was not submitted and infringement notices were issued to the licensed plumbing contractor.



Administrative Non-compliance 2014/15	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
No. Certification / Fees						3	1	41	0				45
No. Regulatory Checks						2	1	3	0				6

Metropolitan Compliance Audit Inspections

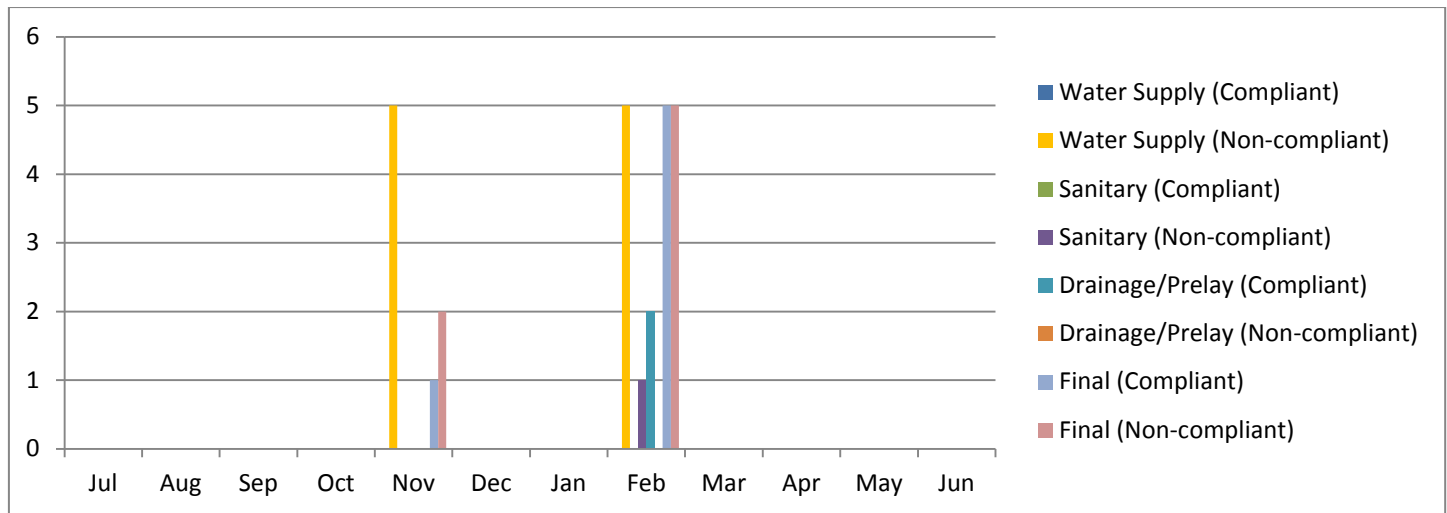
During the third quarter there were 77 inspections conducted during audits of licensed plumbing contractors in the metropolitan area. There were 21 water supply inspections, of which 12 (approx. 57%) were compliant; 25 sanitary inspections with 19 (approx. 76%) being compliant; and 31 final inspections, of which all were 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	0	12	0				30
Water Supply (Non-compliant)				0	4	0	0	9	0				13
Sanitary (Compliant)				23	15	0	0	19	0				57
Sanitary (Non-compliant)				0	17	0	0	6	0				23
Drainage/Prelay (Compliant)				0	0	4	0	0	0				4
Drainage/Prelay (Non-compliant)				1	0	0	0	0	0				1
Final (Compliant)				1	13	0	0	31	0				45
Final (Non-compliant)				0	0	0	0	0	0				0
Total				33	57	6	0	77	0				173

Bunbury Compliance Audit Inspections

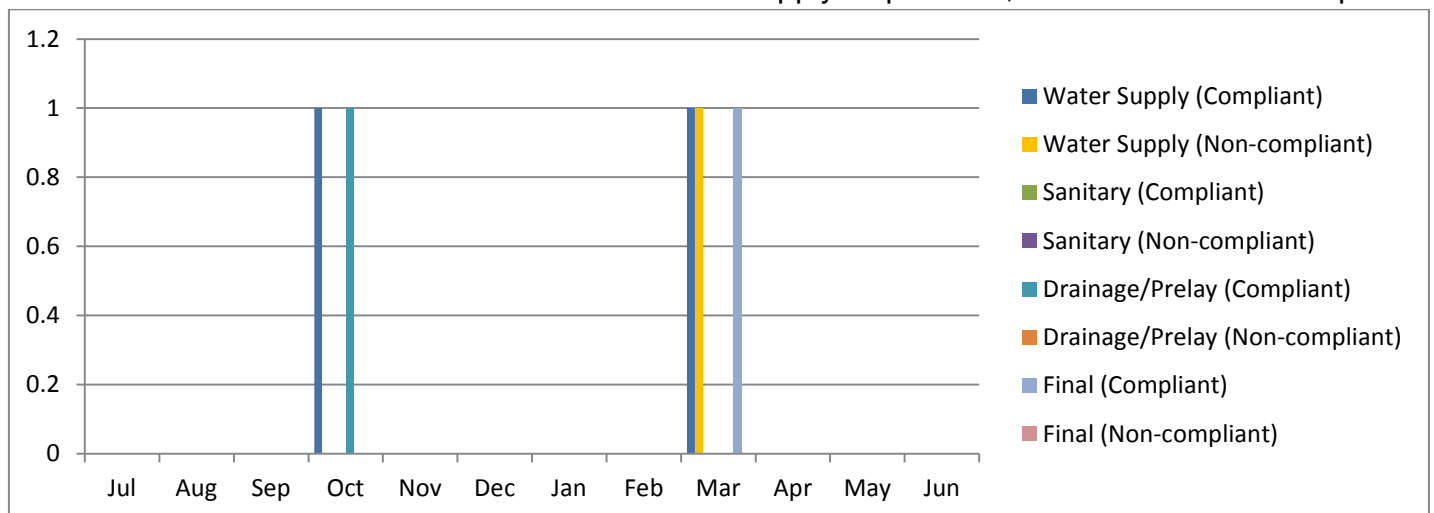
During the third quarter there were 18 inspections conducted during audits of licensed plumbing contractors in the Bunbury area. There were five water supply inspections, of which none were compliant; one sanitary inspection, which was not compliant. There were drainage inspections conducted, which were both compliant and ten final inspections, of which five (50%) were compliant.



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	0	0				0
Water Supply (Non-compliant)				0	5	0	0	5	0				10
Sanitary (Compliant)				0	0	0	0	0	0				0
Sanitary (Non-compliant)				0	0	0	0	1	0				1
Drainage/Prelay (Compliant)				0	0	0	0	2	0				2
Drainage/Prelay (Non-compliant)				0	0	0	0	0	0				0
Final (Compliant)				0	1	0	0	5	0				6
Final (Non-compliant)				0	2	0	0	5	0				7
Total				0	8	0	0	18	0				26

Geraldton Compliance Audit Inspections

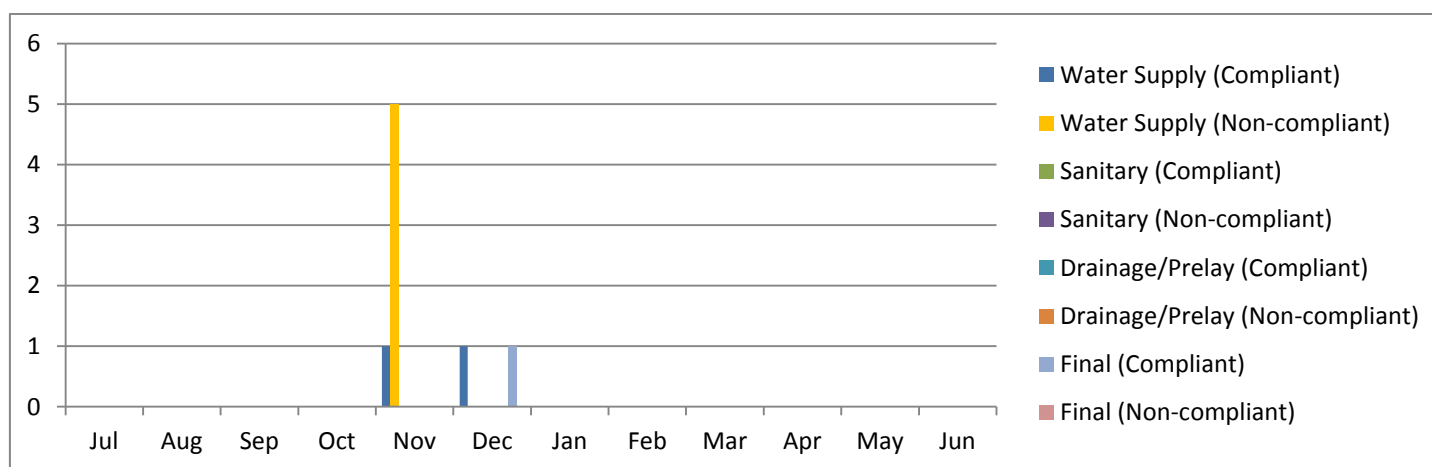
During the third quarter there were two inspections conducted during audits of licensed plumbing contractors in the Geraldton area. Both were water supply inspections, of which one was compliant.



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	0	0	1				2
Water Supply (Non-compliant)				0	0	0	0	0	1				1
Sanitary (Compliant)				0	0	0	0	0	0				0
Sanitary (Non-compliant)				0	0	0	0	0	0				0
Drainage/Prelay (Compliant)				1	0	0	0	0	0				1
Drainage/Prelay (Non-compliant)				0	0	0	0	0	0				0
Final (Compliant)				0	0	0	0	0	1				1
Final (Non-compliant)				0	0	0	0	0	0				0
Total				2	0	0	0	0	3				5

Other Region Compliance Audit Inspections

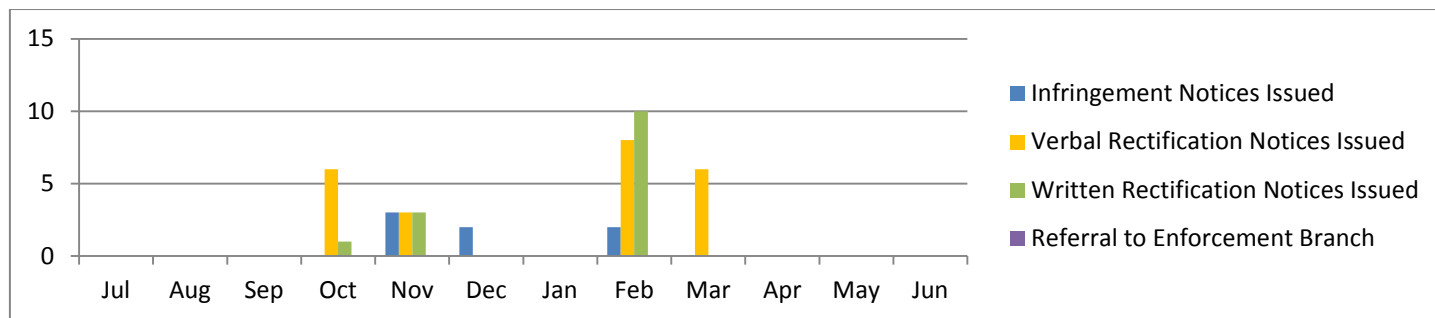
There were no regional trips during the third quarter.



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	0	0	0				2
Water Supply (Non-compliant)				0	5	0	0	0	0				5
Sanitary (Compliant)				0	0	0	0	0	0				0
Sanitary (Non-compliant)				0	0	0	0	0	0				0
Drainage/Prelay (Compliant)				0	0	0	0	0	0				0
Drainage/Prelay (Non-compliant)				0	0	0	0	0	0				0
Final (Compliant)				0	0	1	0	0	0				1
Final (Non-compliant)				0	0	0	0	0	0				0
Total				0	6	2	0	0	0				8

Action Taken from Non-Compliant Audit Inspections

There were two infringement notices, 14 verbal rectification notices and ten written rectification notice issued during the quarter as a result of non-compliant audits.

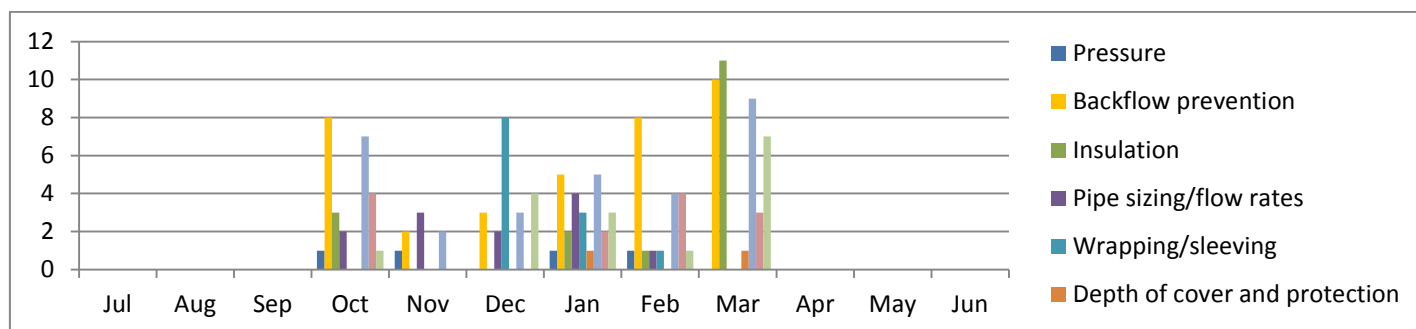


Action Taken from Compliance Audit 2014/15	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Infringement Notices Issued				0	3	2	0	2	0				7
Verbal Rectification Notices Issued				6	3	0	0	8	6				23
Written Rectification Notices Issued				1	3	0	0	10	0				14
Referral to Enforcement Branch				0	0	0	0	0	0				0

Reasons for Non-compliance Identified During Inspections

Water Supply Inspections

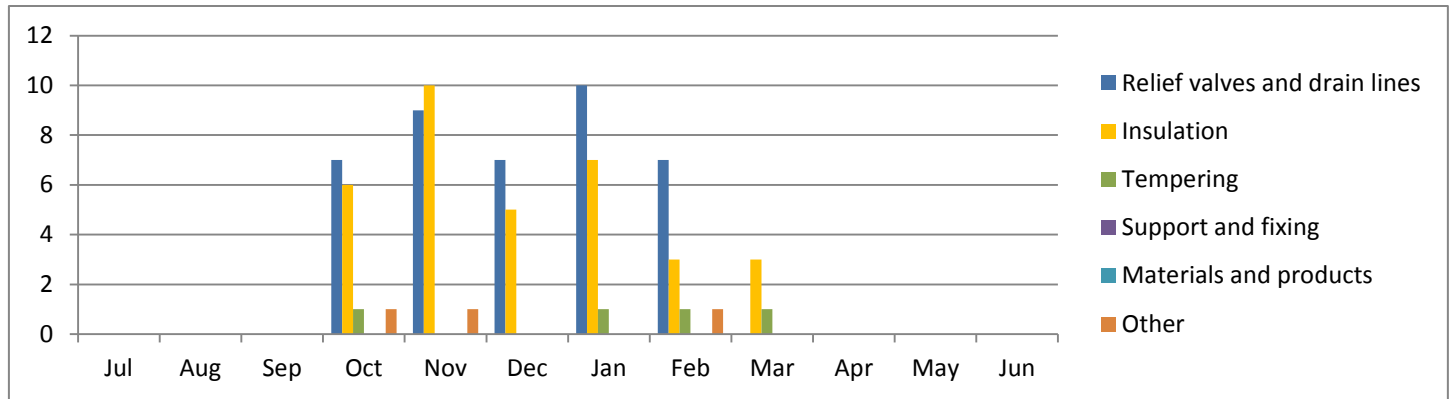
The main reasons for non-compliance during the third quarter were backflow prevention (23), support and fixing (18) and insulation (14). The high rate of backflow prevention non-compliance is attributed to an inspection carried out on two commercial properties in February and March and does not indicate any serious non-compliance within the industry. The Principal Plumbing Inspected advised that support and fixing; and insulation numbers of non-compliance do not warrant any concern as they generally relate to matters of a minor nature.



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	1	1	0				4
Backflow prevention				8	2	3	5	8	10				36
Insulation				3	0	0	2	1	11				17
Pipe sizing/flow rates				2	3	2	4	1	0				12
Wrapping/sleeving				0	0	8	3	1	0				12
Depth of cover and protection				0	0	0	1	0	1				2
Support and fixing				7	2	3	5	4	9				30
Materials and products				4	0	0	2	4	3				13
Other				1	0	4	3	1	7				16

Water Heater Inspections

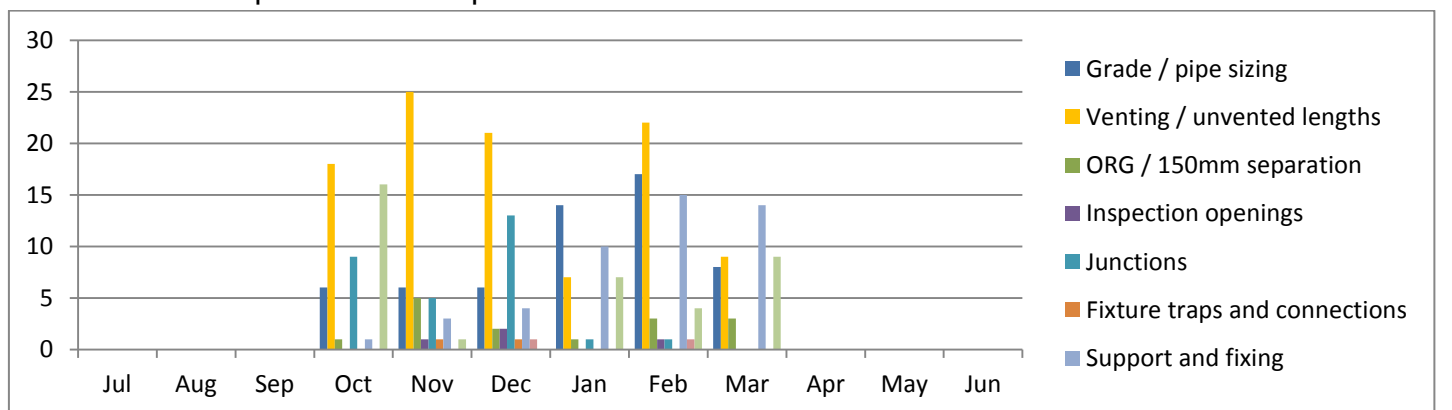
The main reasons for non-compliance were relief valves and drain lines (17) and insulation (13). As reported for the second quarter, although these numbers seem high it is not considered to be a major issue of concern as many of the non-compliant items identified are of a minor nature and are easily 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	10	7	0				40
Insulation				6	10	5	7	3	3				34
Tempering				1	0	0	1	1	1				4
Support and fixing				0	0	0	0	0	0				0
Materials and products				0	0	0	0	0	0				0
Other				1	1	0	0	1	0				3

Sanitary Inspections

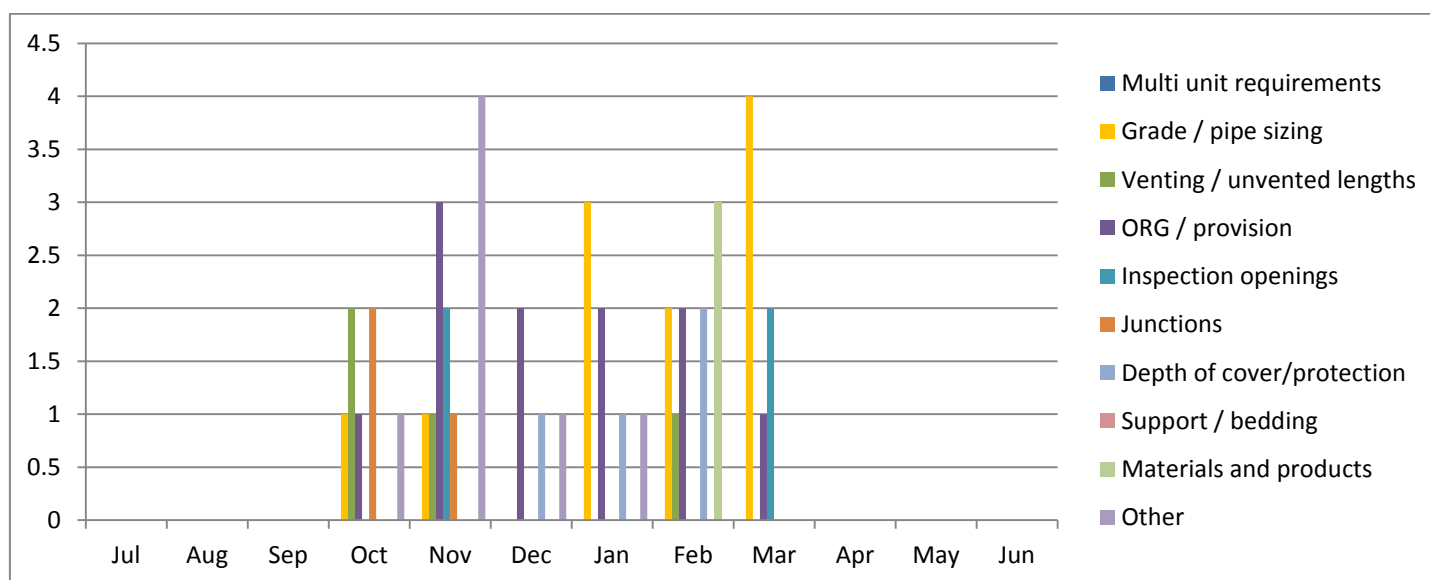
The main reason for non-compliance during the third quarter were grade/pipe sizing (39), support and fixing (39) and venting/unvented lengths (38). The high number of non-compliance in grade/pipe sizing and support and fixing is due to a few plumbers working in the housing area who are not complying and therefore the Audit Branch has been monitoring and targeting these issues. One of the offending plumbers has been referred to the Enforcement Branch for investigation. The number of venting/unvented lengths non-compliance is not considered an issue as they generally relate to minor matter and, in fact, the numbers have decreased from the second quarter when 64 items of non-compliance were reported.



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	14	17	8				57
Venting / unvented lengths				18	25	21	7	22	9				102
ORG / 150mm separation				1	5	2	1	3	3				15
Inspection openings				0	1	2	0	1	0				4
Junctions				9	5	13	1	1	0				29
Fixture traps and connections				0	1	1	0	0	0				2
Support and fixing				1	3	4	10	15	14				47
Materials and products				0	0	1	0	1	0				2
Other				16	1	0	7	4	9				37

Drainage Inspections

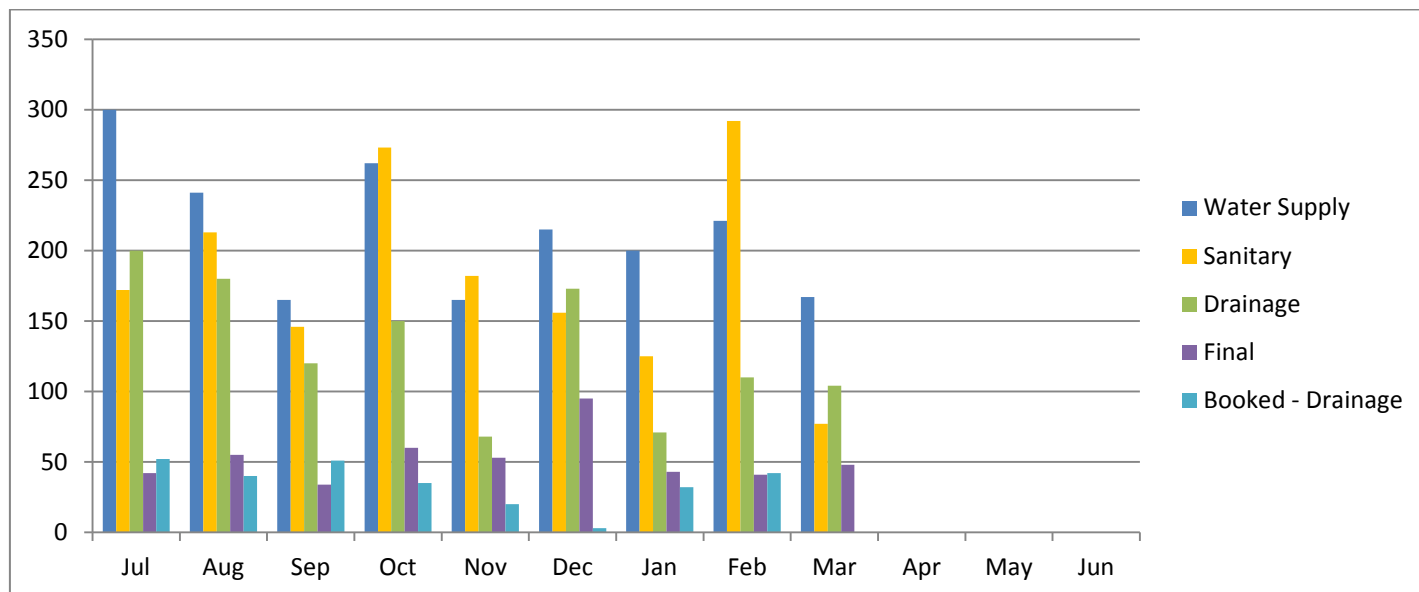
There were no specific trends in relation to the reasons for non-compliance of drainage inspections.



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	0	0				0
Grade / pipe sizing				1	1	0	3	2	4				11
Venting / unvented lengths				2	1	0	0	1	0				4
ORG / provision				1	3	2	2	2	1				11
Inspection openings				0	2	0	0	0	2				4
Junctions				2	1	0	0	0	0				3
Depth of cover/protection				0	0	1	1	2	0				4
Support / bedding				0	0	0	0	0	0				0
Materials and products				0	0	0	0	3	0				3
Other				1	4	1	1	0	0				7

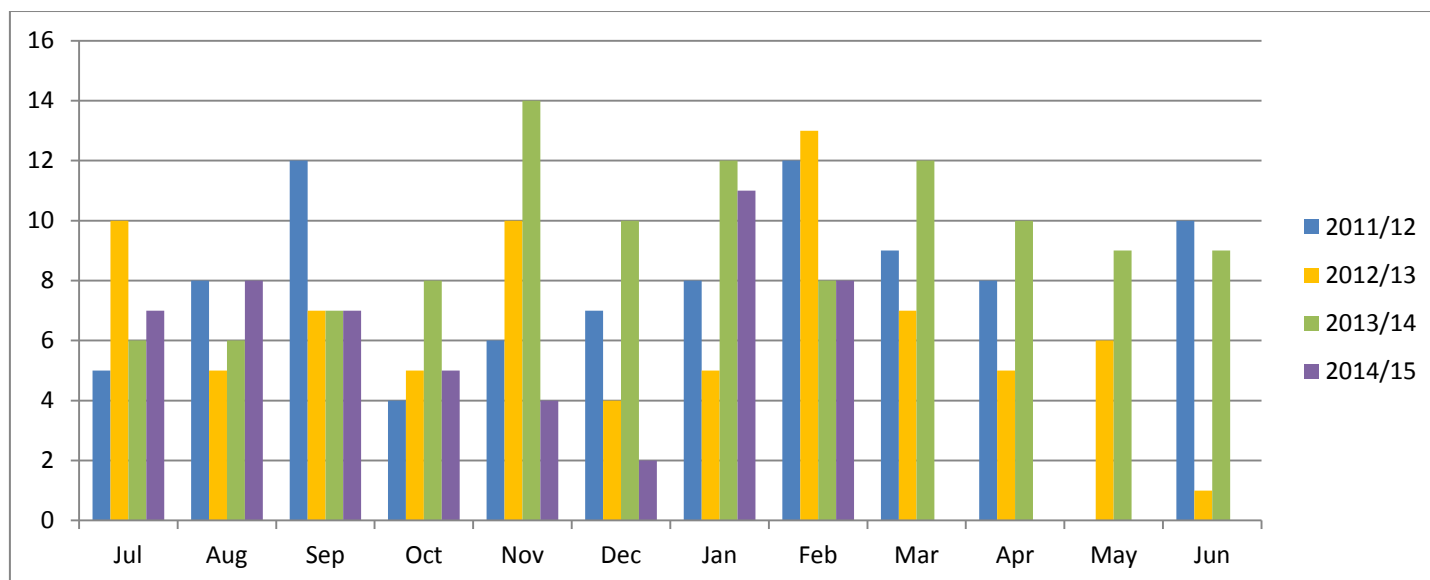
Total Inspections Conducted (General and Compliance Audits)

There were a total of 588 water supply inspections, 494 sanitary inspections, 285 drainage inspections, 132 final inspections and 74 booked drainage inspections carried out during the third quarter. In total there were 1573 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	200	221	167				1936
Sanitary	172	213	146	273	182	156	125	292	77				1636
Drainage	200	180	120	150	68	173	71	110	104				1176
Final	42	55	34	60	53	95	43	41	48				471
Booked - Drainage	52	40	51	35	20	3	32	42	0				275

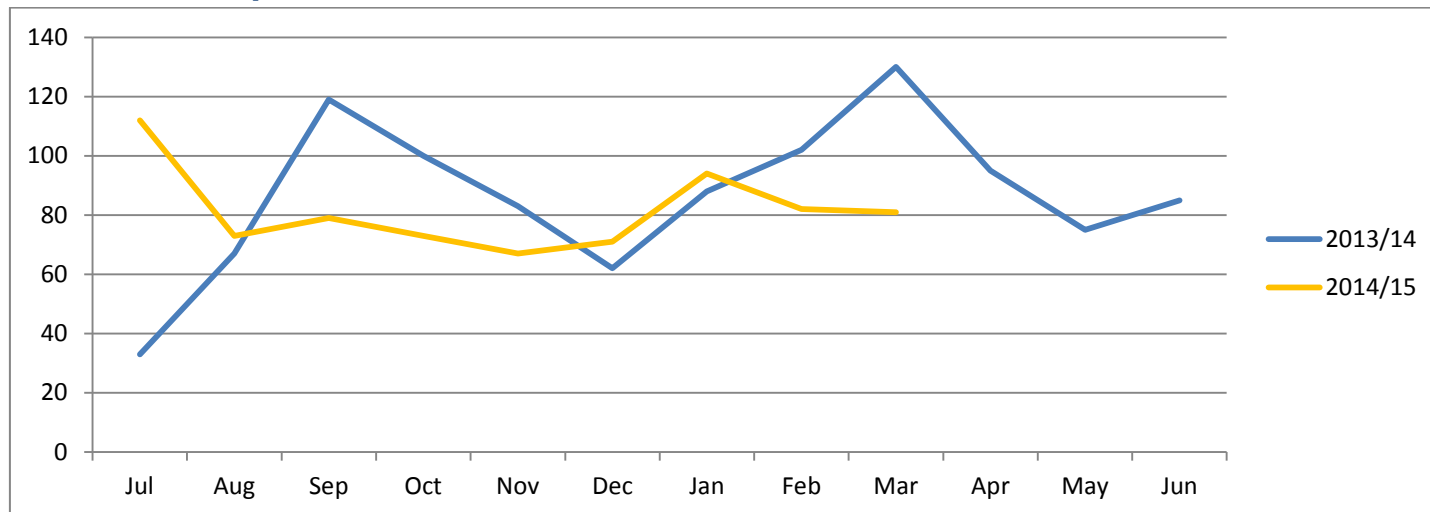
Inductions



Plumbers Licensing Board Meeting – 29 June 2015

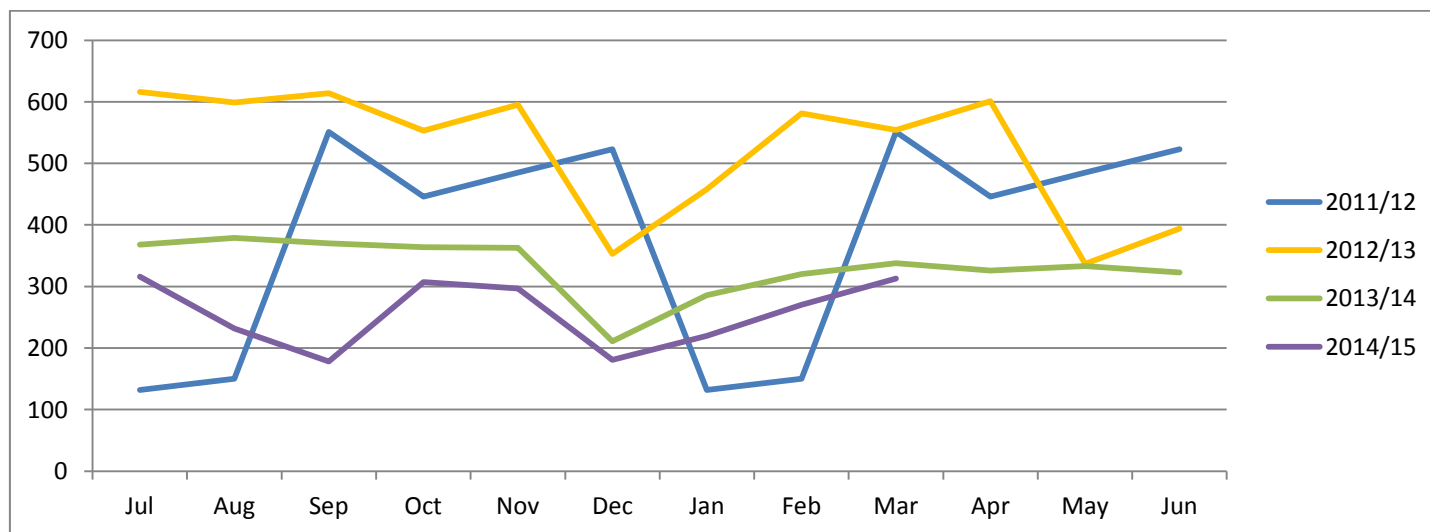
Inductions	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
2011/12	5	8	12	4	6	7	8	12	9	8	0	10	89
2012/13	10	5	7	5	10	4	5	13	7	5	6	1	78
2013/14	6	6	7	8	14	10	12	8	12	10	9	9	111
2014/15	7	8	7	5	4	2	11	8	0				52

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				732

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				2314