

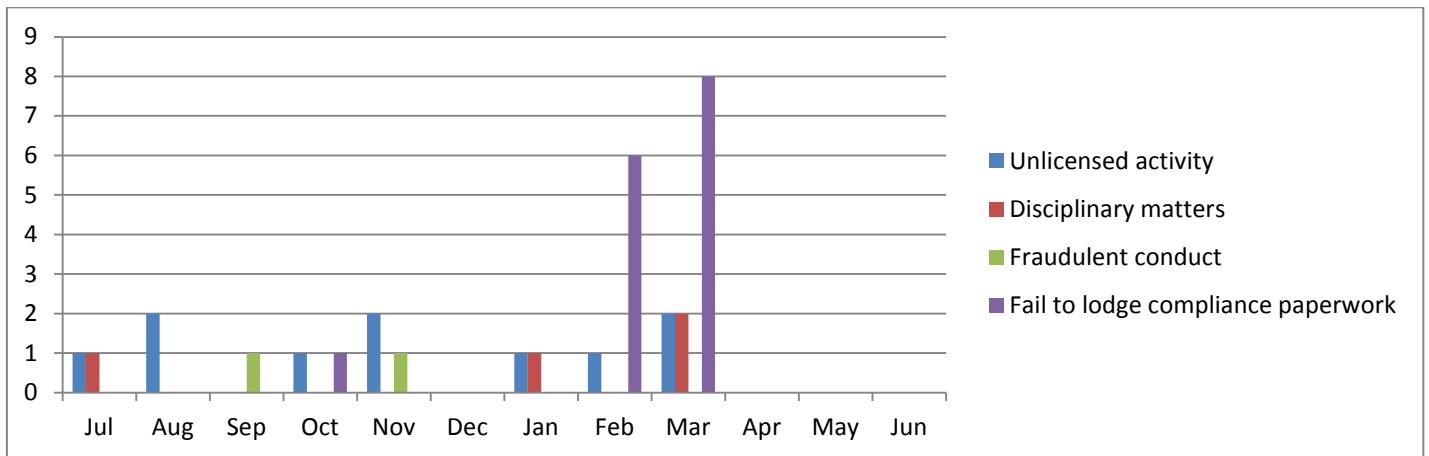


Plumbing Compliance Report

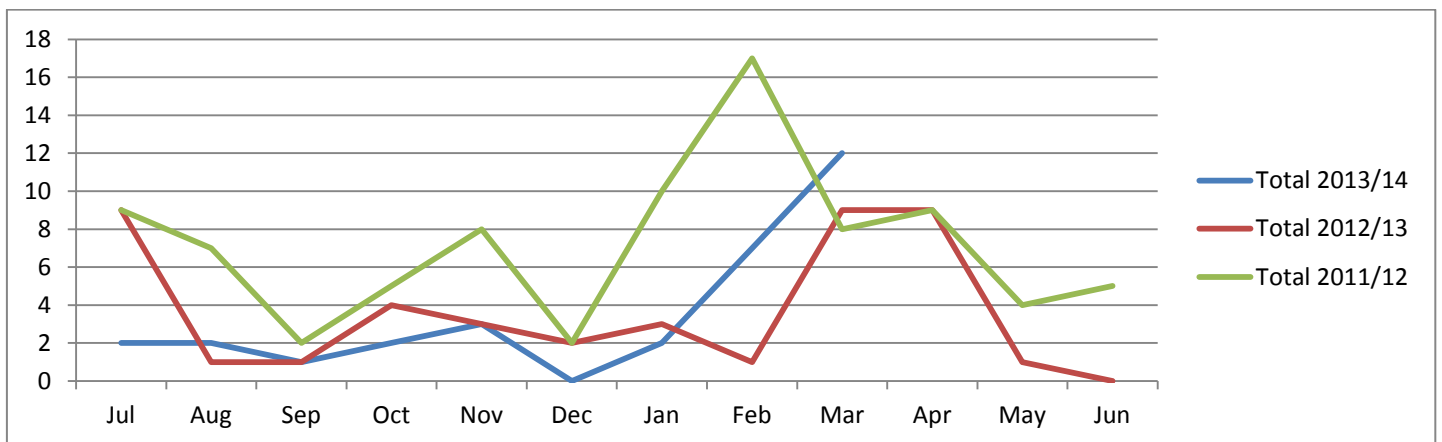
3rd Quarter 2014/15

New Matters referred for Investigation

The number of new matters referred for investigation increased significantly during the third quarter. This is attributed to a campaign targeting non-compliance in the lodgement of paperwork. In February there were six investigations commenced for fail to lodge compliance paperwork and in March there were eight.

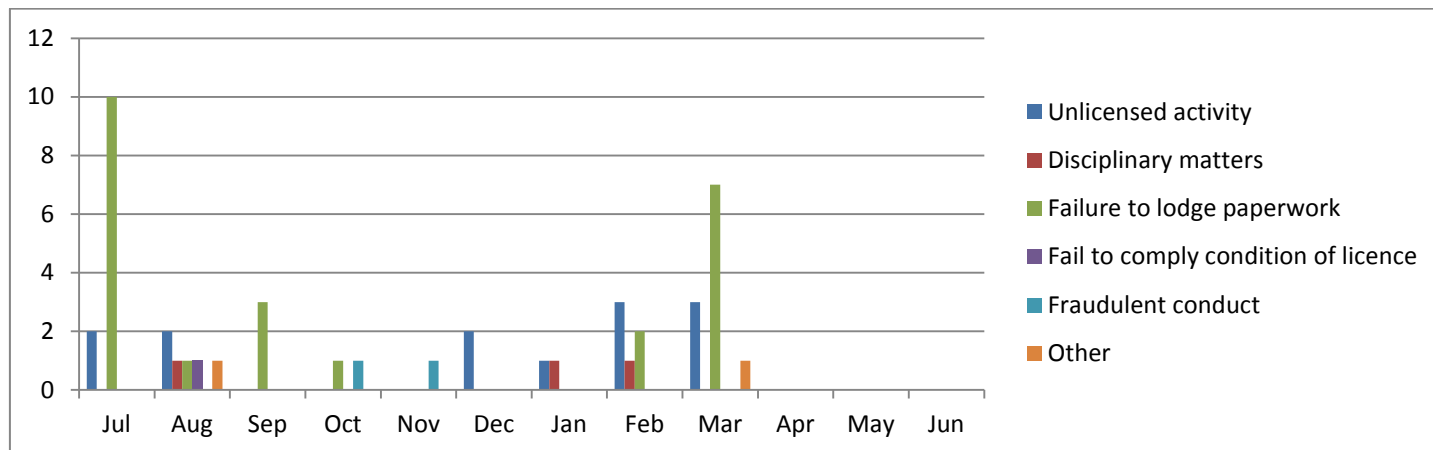


New Matters Referred for Investigation	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Unlicensed activity	1	2	0	1	2	0	1	1	2			
Disciplinary matters	1	0	0	0	0	0	1	0	2			
Fraudulent conduct	0	0	1	0	1	0	0	0	0			
Fail to lodge compliance paperwork	0	0	0	1	0	0	0	6	8			
Total 2013/14	2	2	1	2	3	0	2	7	12			
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

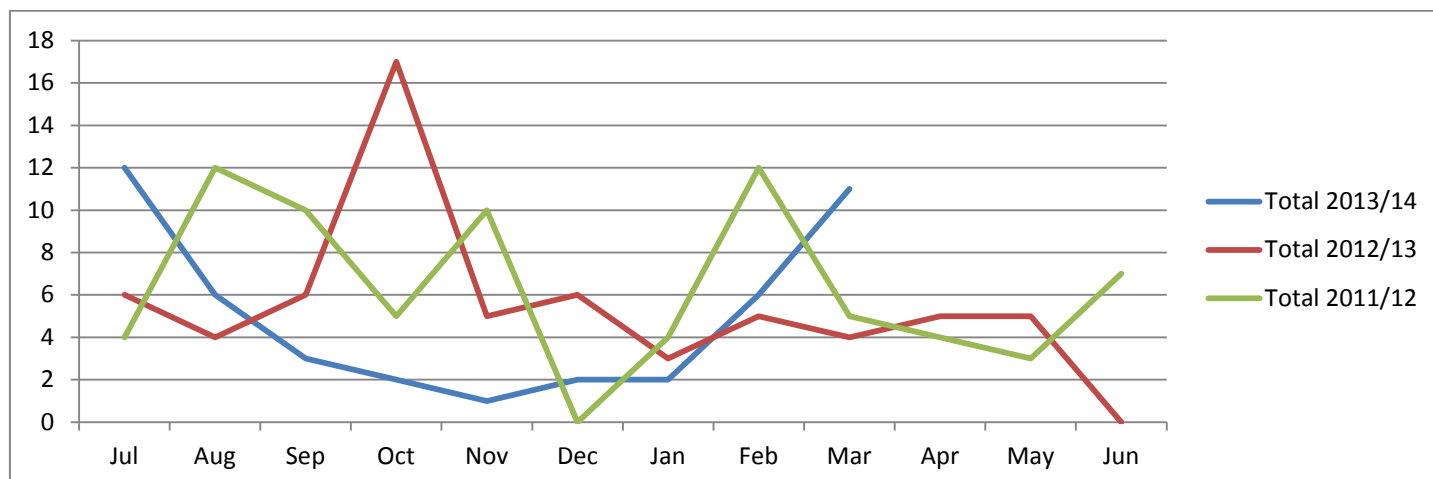


Investigations Concluded

There were 19 investigations concluded during the third quarter. The majority of these related to failing to lodge compliance paperwork and formed part of the targeted campaign outlined in the new investigations. There were seven investigations concluded for unlicensed activity. Of these unlicensed matters there were three cautions issued, there was no offence detected on three and one had no action taken due to insufficient or conflicting information.

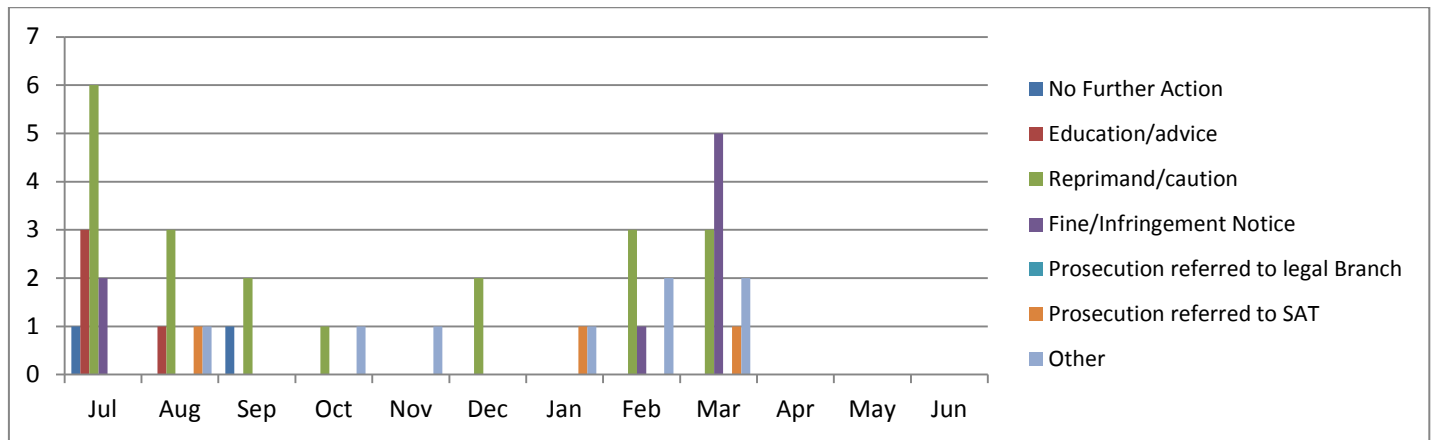


Investigations Concluded	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Unlicensed activity	2	2	0	0	0	2	1	3	3			
Disciplinary matters	0	1	0	0	0	0	1	1	0			
Failure to lodge paperwork	10	1	3	1	0	0	0	2	7			
Fail to comply condition of licence	0	1	0	0	0	0	0	0	0			
Fraudulent conduct	0	0	0	1	1	0	0	0	0			
Other	0	1	0	0	0	0	0	0	1			
Total 2013/14	12	6	3	2	1	2	2	6	11			
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

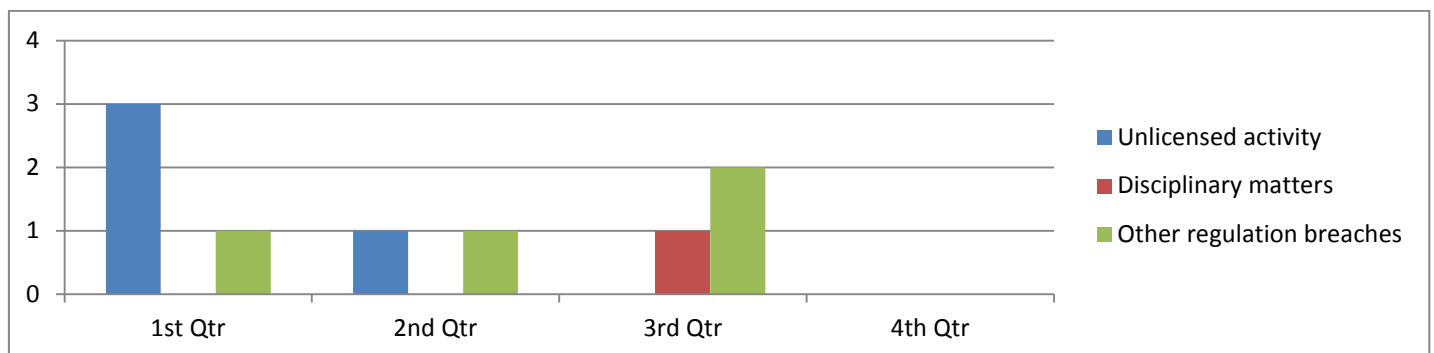
During the third quarter six investigations were concluded with a fine, six with a reprimand or caution, three had no offence detected, two were referred to SAT, one had no further action and one was discontinued as it was not in the public interest.



Concluded Investigation Outcomes	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
No Further Action	1	0	1	0	0	0	0	0	0			
Education/advice	3	1	0	0	0	0	0	0	0			
Reprimand/caution	6	3	2	1	0	2	0	3	3			
Fine/Infringement Notice	2	0	0	0	0	0	0	1	5			
Prosecution referred to legal Branch	0	0	0	0	0	0	0	0	0			
Prosecution referred to SAT	0	1	0	0	0	0	1	0	1			
Other	0	1	0	1	1	0	1	2	2			

Current Investigations (as at end of the quarter)

There were three open investigations at the end of the quarter, including one disciplinary complaint for failing to comply with a condition of licence and two allegations of failing to lodge compliance paperwork.

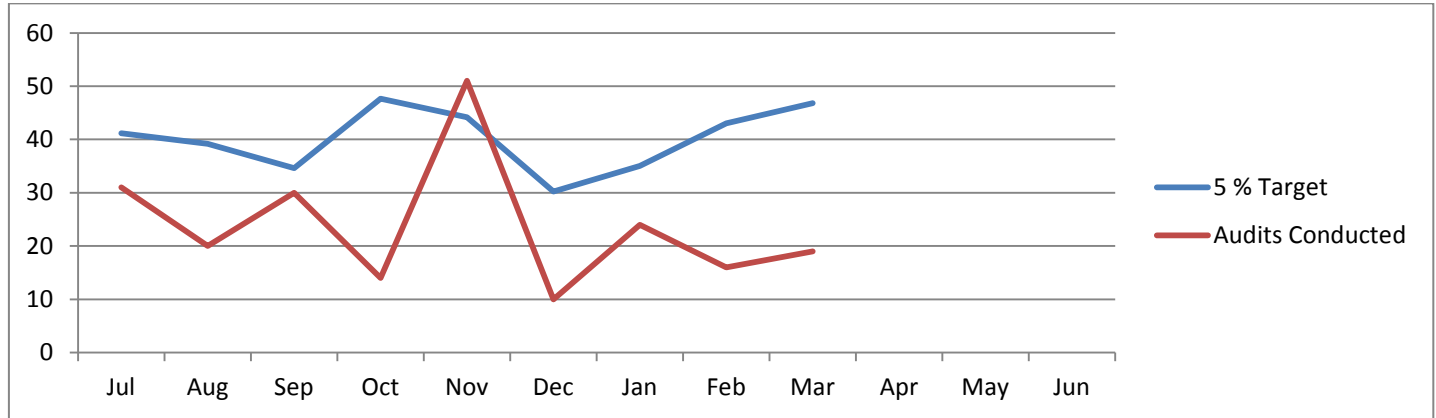


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Drainage Audit Requests

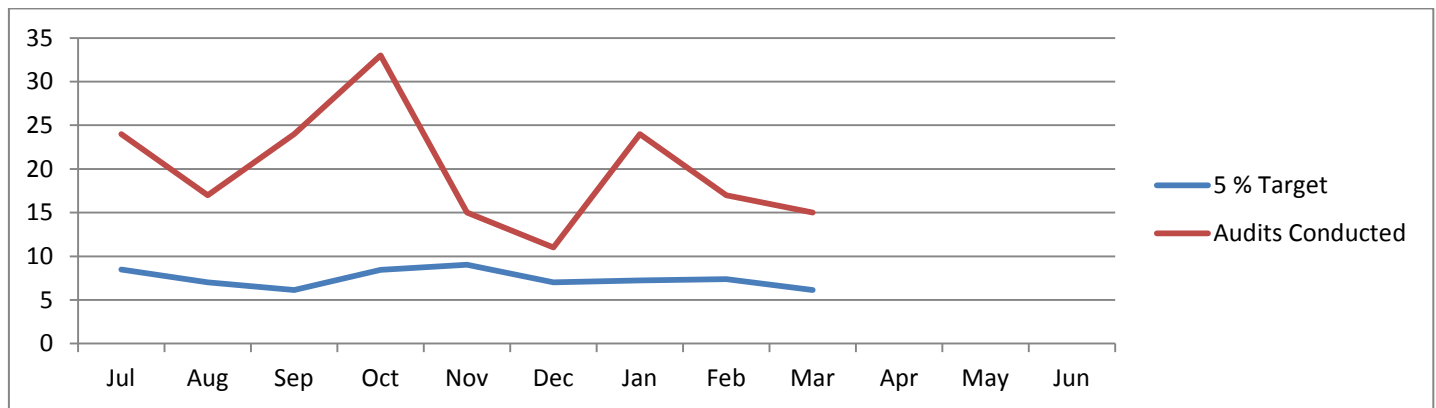
The percentage of metropolitan audits conducted following drainage audit requests during the third quarter remained well below the 5% target at 2.36%. The Regional drainage audits conducted following requests remained above the 5% target at 13.46%. The overall percentage of audits conducted across the State following requests was 3.91%.

Drainage Audit Requests (Metro)



Metro Drain Audit Requests 2013/14														
Audits Requested	823	784	692	953	884	605	701	861	936					7239
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total	
5 % Target	41	39	35	48	44	30	35	43	47				362	
Audits Conducted	31	20	30	14	51	10	24	16	19				215	
% of Requests Audited	3.77	2.55	4.34	1.47	5.77	1.65	3.42	1.86	2.03	#DIV/0!	#DIV/0!	#DIV/0!	2.97	

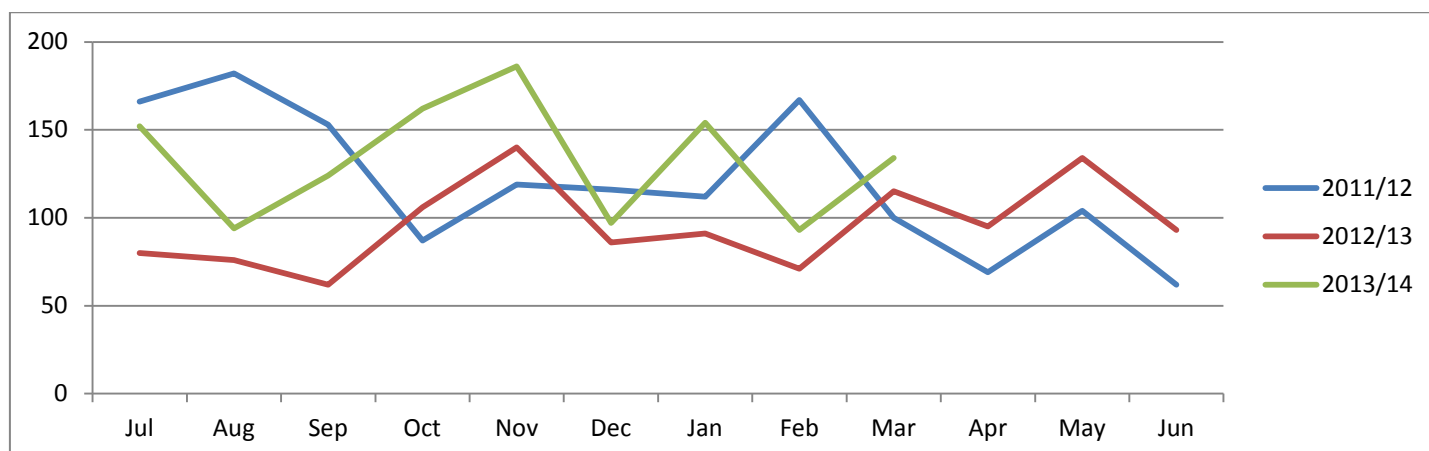
Drainage Audit Requests (Regional)



Regional Drain Audit Requests 2013/14														
Audits Requested	170	140	123	169	181	140	145	148	123					1339
	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	7.25	7.4	6.15				66.95	
Audits Conducted	24	17	24	33	15	11	24	17	15				180	
% of Requests Audited	14.12	12.14	19.51	19.53	8.29	7.86	16.55	11.49	12.20	#DIV/0!	#DIV/0!	#DIV/0!	13.44	

Drainage Audits Conducted

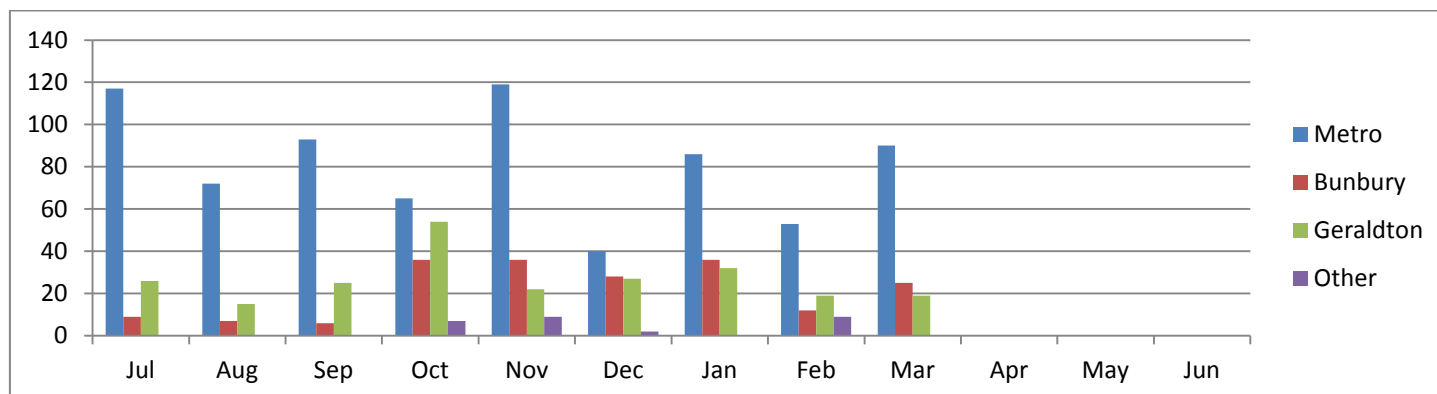
There were a total of 381 drainage audits conducted in the third quarter. This represents an approximate 37% increase on the number of drainage audits for the same period last year and a 0.5% increase for the same period in 2011/12.



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	154	93	134			

Drainage Audits Conducted per Region

The drainage audits conducted during the quarter in the metropolitan were generally consistent with previous months, although there was a drop off in February. The February decrease is attributed to the implementation of the compliance audit program where more focus was on those audits as opposed to the technical audits. Bunbury and Geraldton generally remained consistent with other quarters and there was a regional visit to Albany in February where nine drainage audits were conducted.

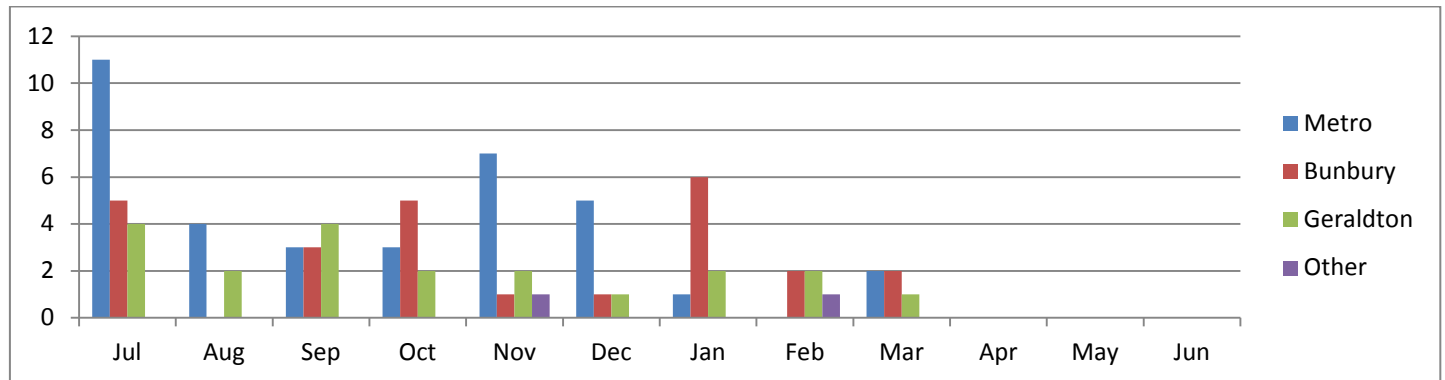


Drainage Audits Conducted per Region 2013/14	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Metro	117	72	93	65	119	40	86	53	90			
Bunbury	9	7	6	36	36	28	36	12	25			
Geraldton	26	15	25	54	22	27	32	19	19			
Other	0	0	0	7	9	2	0	9	0			

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Drainage Audits Failed per Region

Of the 381 drainage audits conducted, 19 failed representing a failure rate of approximately 5%. This is consistent with the second quarter and represents an improvement of 3% from the first quarter.

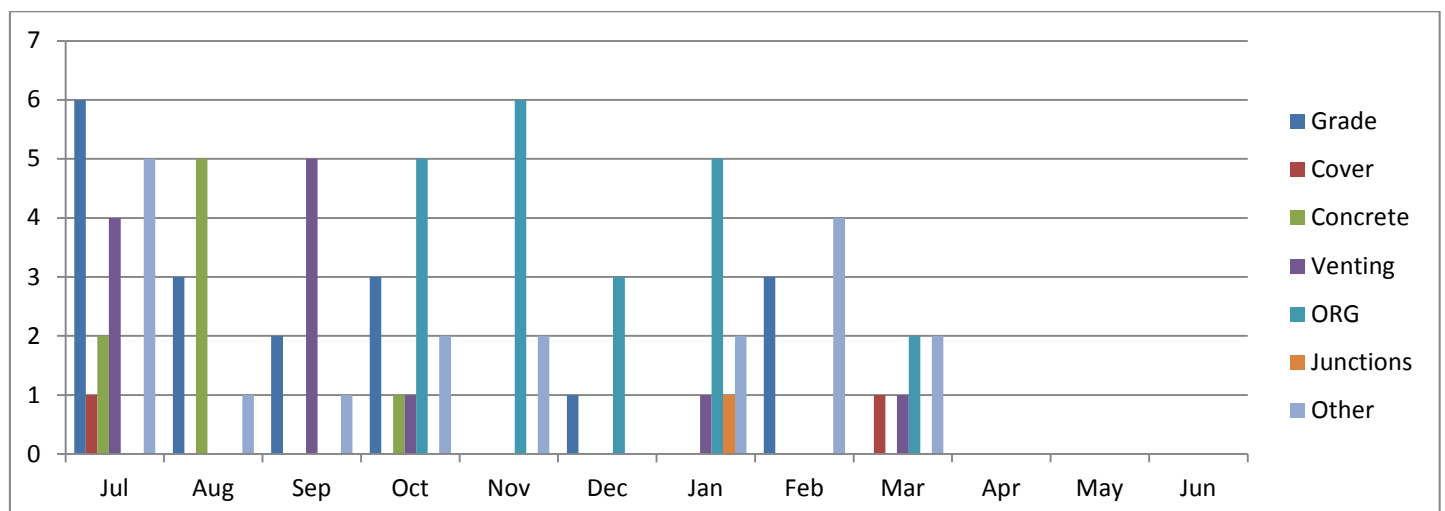


Drainage Audits Failed per Region 2013/14	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Metro	11	4	3	3	7	5	1	0	2			
Bunbury	5	0	3	5	1	1	6	2	2			
Geraldton	4	2	4	2	2	1	2	2	1			
Other	0	0	0	0	1	0	0	1	0			

Main Reasons for Drainage Audit Failure

Overflow relief gullies were identified as the main reason for failure of drainage audits during the quarter, with 7 failures being recorded. This has been an issue for a long period of time and the Audit Branch in conjunction with the Building Commission's Standards and Information and Education Branch have published a number of articles on behalf of the Board. Whilst ORG was still the main reason for failures during the third quarter, it is important to note that the number of failures were 50% less than for the previous quarter.

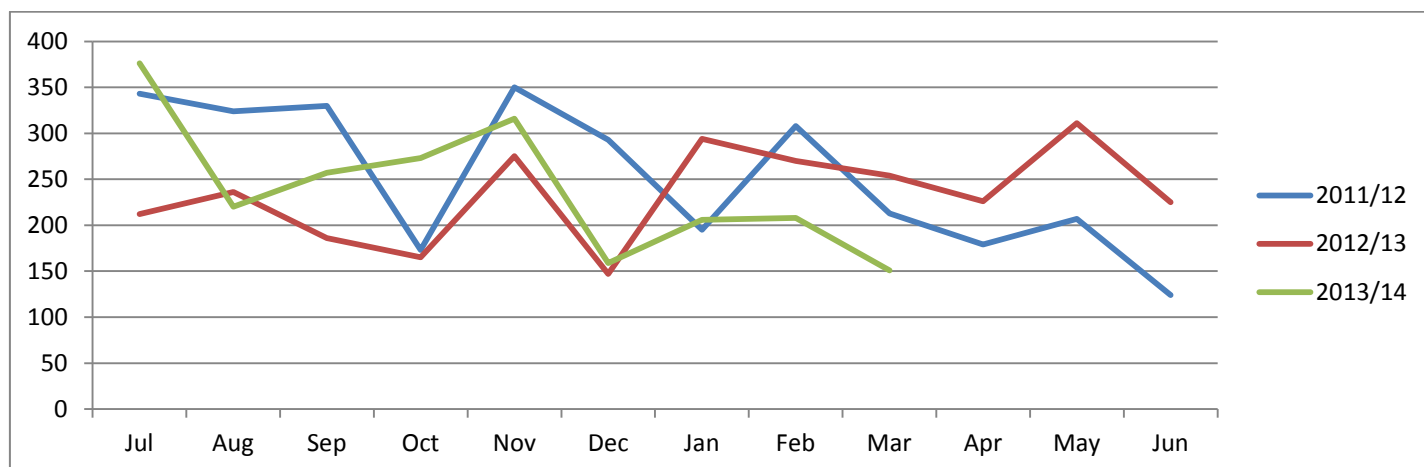
On advice from the Principle Plumbing Inspector 'Junctions' has been included as an item of failure as it has become a more common issue that is appropriate to report in its own right.



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	0	3	0			
Cover	1	0	0	0	0	0	0	0	1			
Concrete	2	5	0	1	0	0	0	0	0			
Venting	4	0	5	1	0	0	1	0	1			
ORG				5	6	3	5	0	2			
Junctions							1	0	0			
Other	5	1	1	2	2	0	2	4	2			

Water Supply Audits Conducted

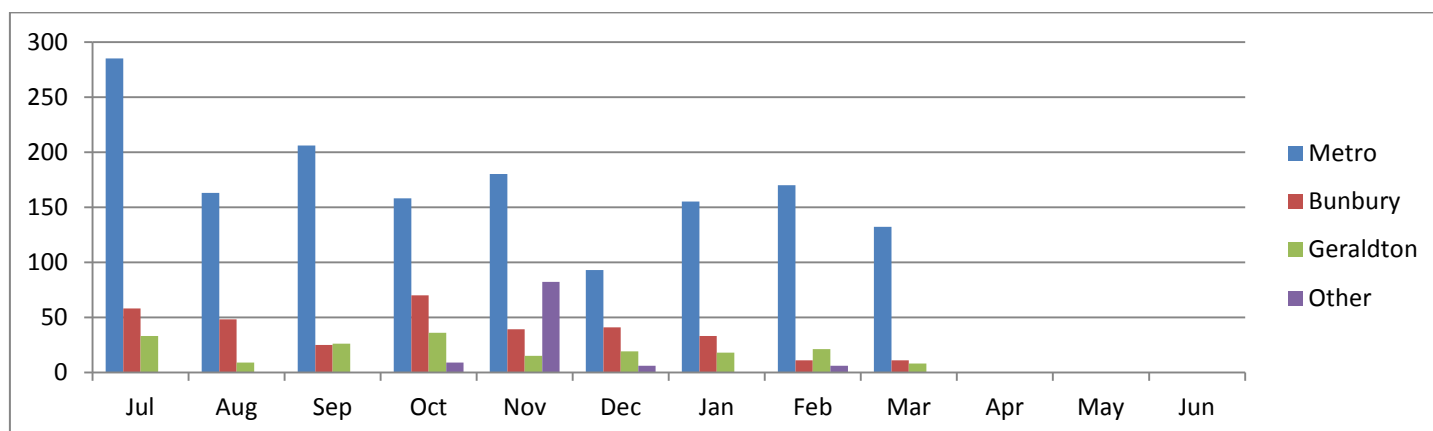
During the third quarter a total of 565 water supply audits were conducted, representing a 31% decrease on the number of water supply audits for the same time last year and 21% decrease from 2011/12.



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	206	208	151			

Water Supply Audits Conducted per Region

The number of audits was consistent through January and February, but fell further in March. As mentioned with the drainage audits, the lower numbers are attributed to a focus on implementing the compliance audit program and this is particularly evident in Bunbury and Geraldton where the plumbing inspectors underwent training as well as commencing the compliance audit program.

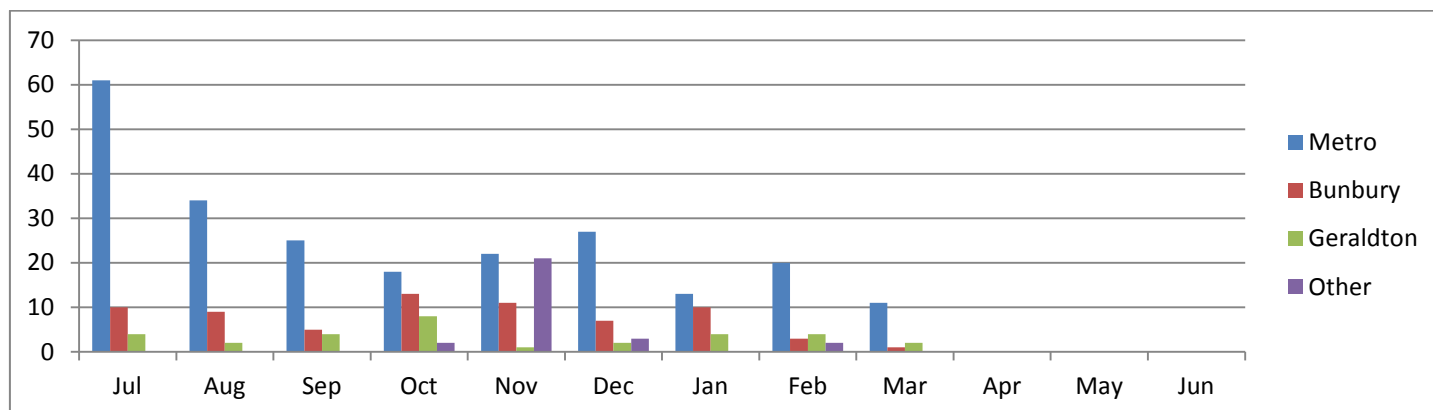


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Water Supply Audits Conducted per Region 2013/14	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Metro	285	163	206	158	180	93	155	170	132			
Bunbury	58	48	25	70	39	41	33	11	11			
Geraldton	33	9	26	36	15	19	18	21	8			
Other	0	0	0	9	82	6	0	6	0			

Water Supply Audits Failed per Region

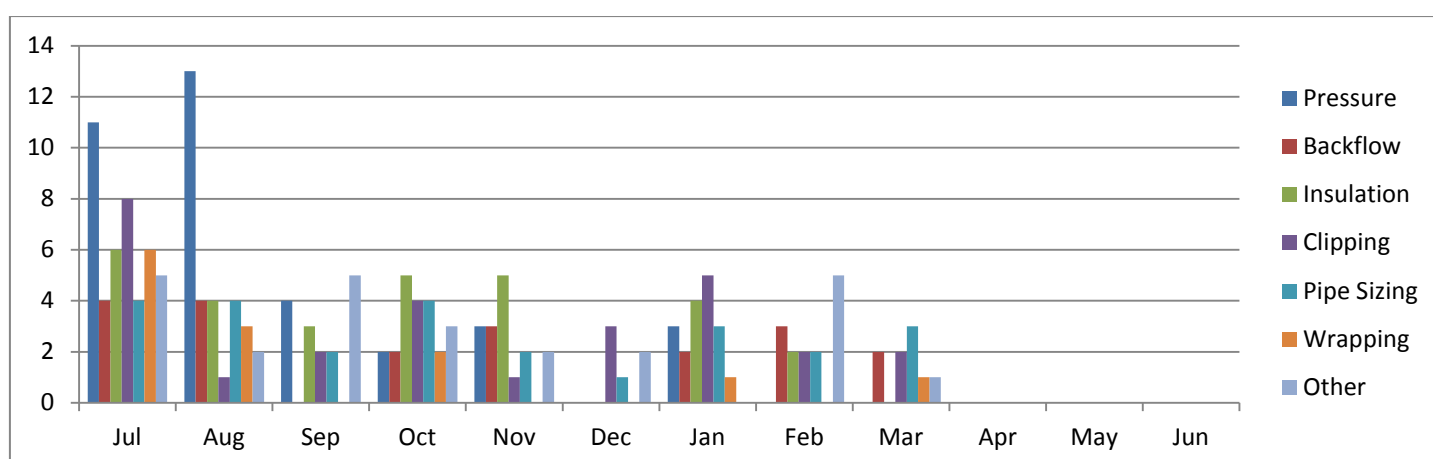
Of the 565 water supply audits conducted, 68 failed representing a failure rate of approximately 12%. This is an improvement on the previous two quarter which recorded a failure rate of 20% and 18% respectively. The failure rate for the third quarter represents a 1% improvement on the same period last year.



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	13	20	11			
Bunbury	10	9	5	13	11	7	10	3	1			
Geraldton	4	2	4	8	1	2	4	4	2			
Other	0	0	0	2	21	3	0	2	0			

Main Reasons for Water Supply Audit Failure

There does not appear to be any significant issues identified relating to reasons for failure of water supply audits.

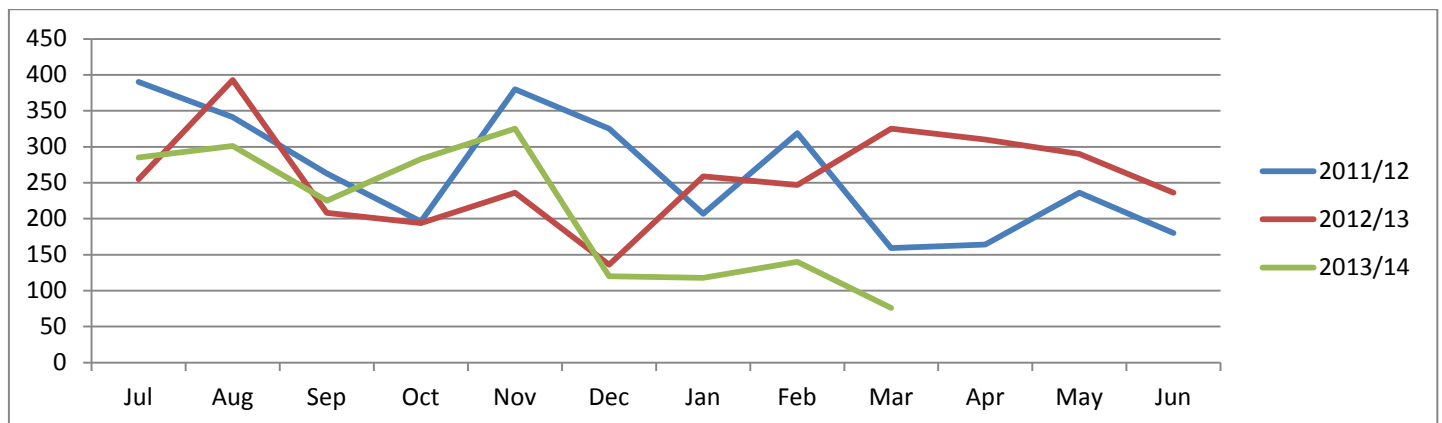


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Water Supply Audits - Main Reasons for Failure	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Pressure	11	13	4	2	3	0	3	0	0			
Backflow	4	4	0	2	3	0	2	3	2			
Insulation	6	4	3	5	5	0	4	2	0			
Clipping	8	1	2	4	1	3	5	2	2			
Pipe Sizing	4	4	2	4	2	1	3	2	3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

Sanitary Audits Conducted

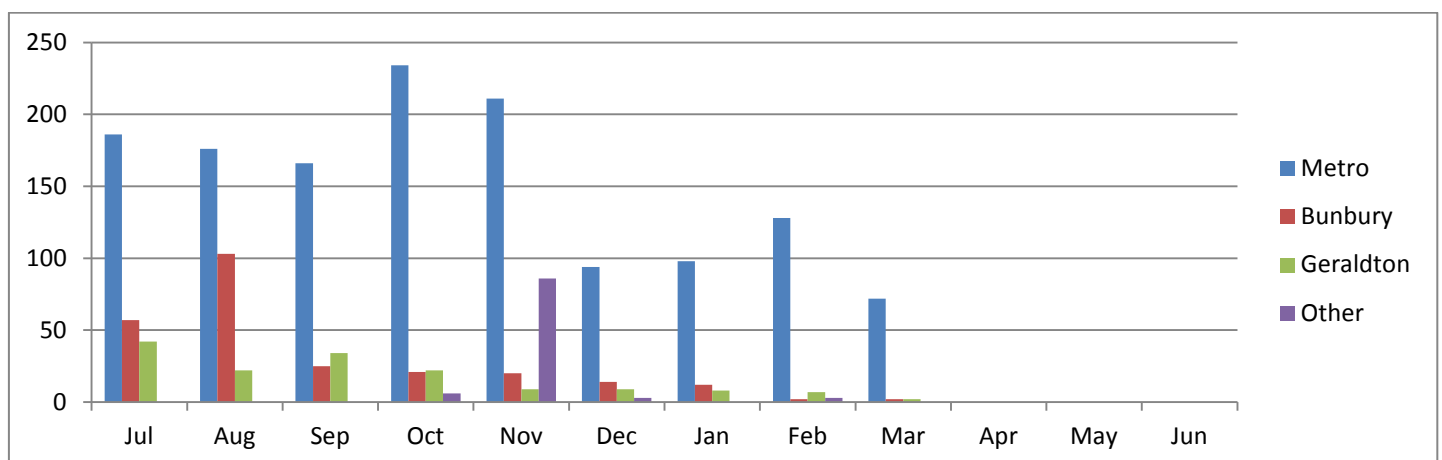
There were a total of 334 sanitary audits conducted during the quarter, which is a 40% decrease on the number of water supply audits for the same time last year and 49% decrease from 2011/12.



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	118	140	76			

Sanitary Audits Conducted per Region

The sanitary audits conducted per region were quite low and again this is attributed to the implementation of the compliance audit program.

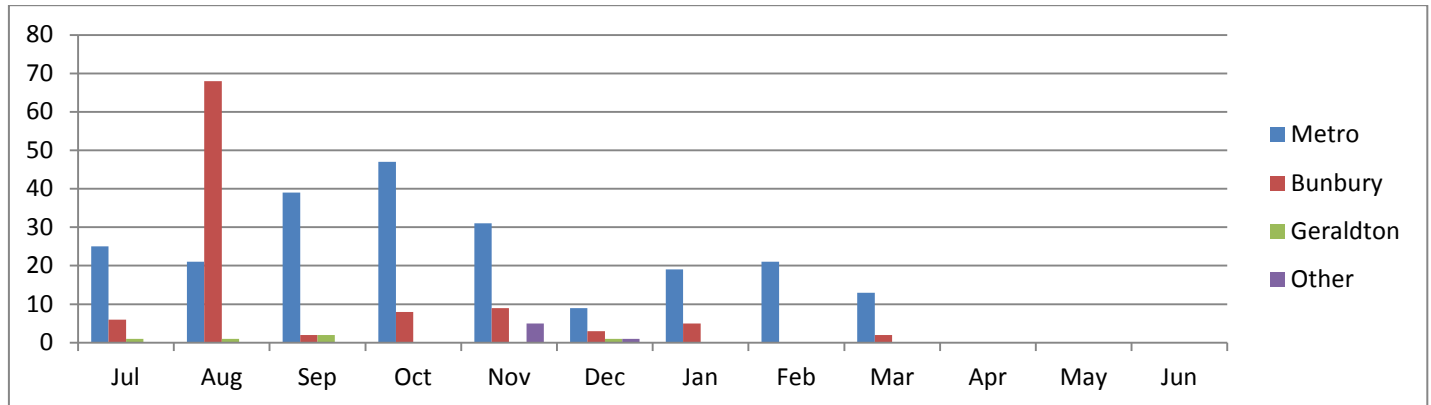


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Sanitary Audits Conducted per Region 2013/14	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Metro	186	176	166	234	211	94	98	128	72			
Bunbury	57	103	25	21	20	14	12	2	2			
Geraldton	42	22	34	22	9	9	8	7	2			
Other	0	0	0	6	86	3	0	3	0			

Sanitary Audits Failed per Region

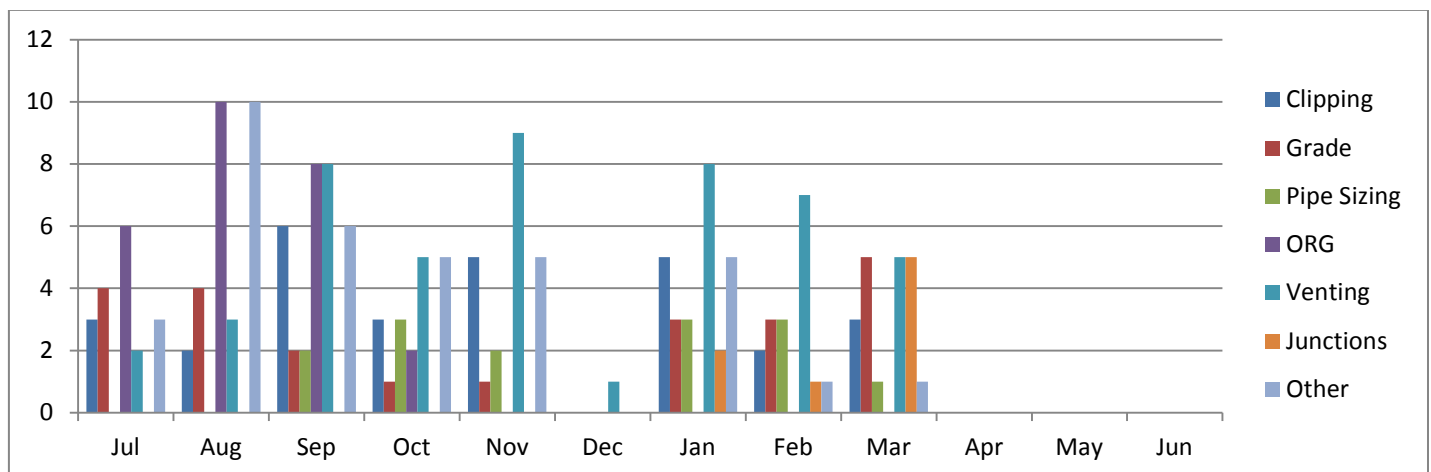
Of the 334 sanitary audits conducted, 61 failed representing a failure rate of 18%. This is a 2% improvement on the second quarter for 2011/12. It represents 10% increase on the same period for 2012/13.



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	19	21	13			
Bunbury	6	68	2	8	9	3	5	0	2			
Geraldton	1	1	2	0	0	1	0	0	0			
Other	0	0	0	0	5	1	0	0	0			

Main Reasons for Sanitary Audit Failure

There does not appear to be any significant issues identified relating to reasons for failure of sanitary audits. As with reasons for drainage failures 'Junctions' has been included as an item of failure as it has become a more common issue that is appropriate to report in its own right. It appears to be more prevalent in sanitary than drainage with eight failures reported for the quarter. The Audit Branch will continue to monitor this.

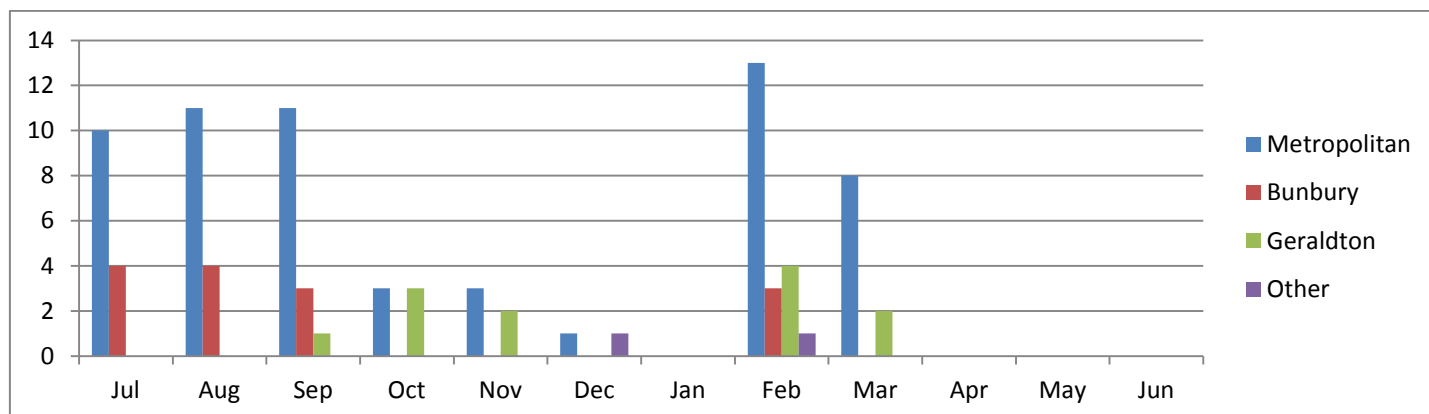


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Sanitary Audits - Main Reasons for Failure	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Clipping	3	2	6	3	5	0	5	2	3			
Grade	4	4	2	1	1	0	3	3	5			
Pipe Sizing	0	0	2	3	2	0	3	3	1			
ORG	6	10	8	2	0	0	0	0	0			
Venting	2	3	8	5	9	1	8	7	5			
Junctions							2	1	5			
Other	3	10	6	5	5	0	5	1	1			

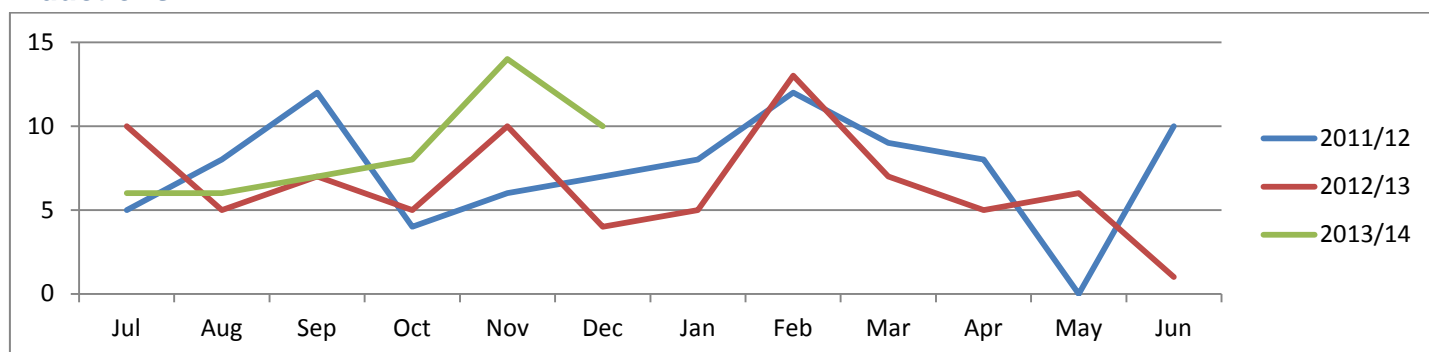
Compliance Audits

The reporting of Compliance Audits has changed for the third quarter as the Audits Branch implemented its Compliance Audit Program as part of the new Plumbing Compliance Strategy in February. Where in previous quarters the figures reported in the graph and table below represent the 'compliance checks' that the Audit Branch conducted, the figures for the third quarter and in future reports represent the 'compliance audits' commenced. During the third quarter there was 21 compliance audits commenced in the metropolitan area, three in Bunbury, six in Geraldton and one in Albany. As a result of these compliance audits two licensed plumbing contractors have been referred to the Enforcement Branch for investigation and two infringement notices have been issued. A summary of each audit conducted is annexed to this report.



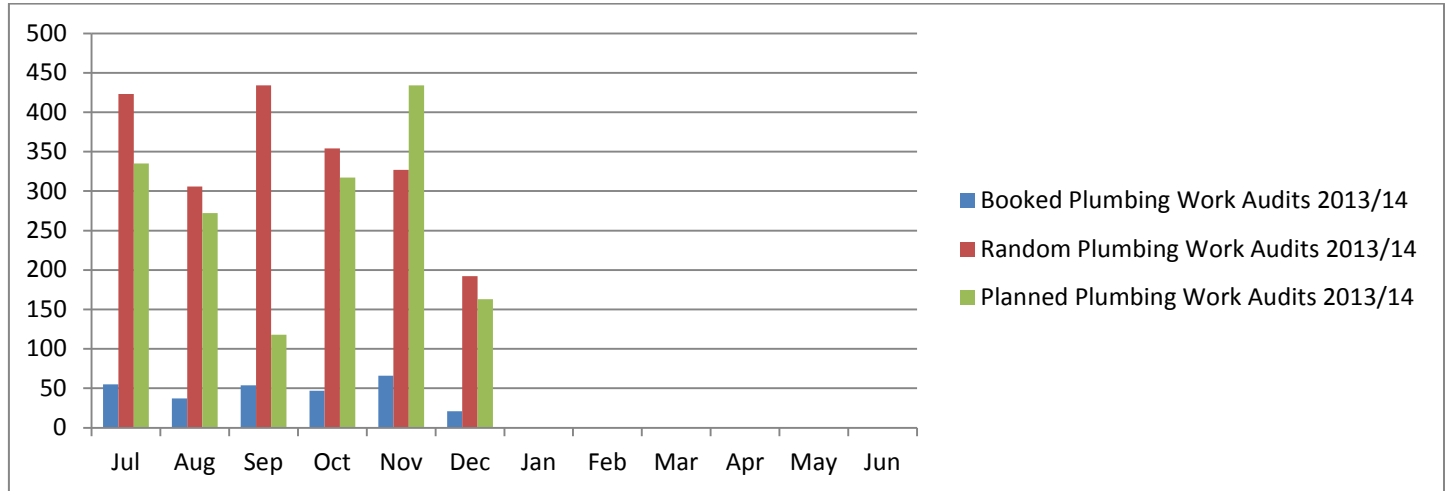
LPC Compliance Audits 2013/14	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Metropolitan	10	11	11	3	3	1	0	13	8			
Bunbury	4	4	3	0	0	0	0	3	0			
Geraldton	0	0	1	3	2	0	0	4	2			
Other	0	0	0	0	0	1	0	1	0			

Inductions



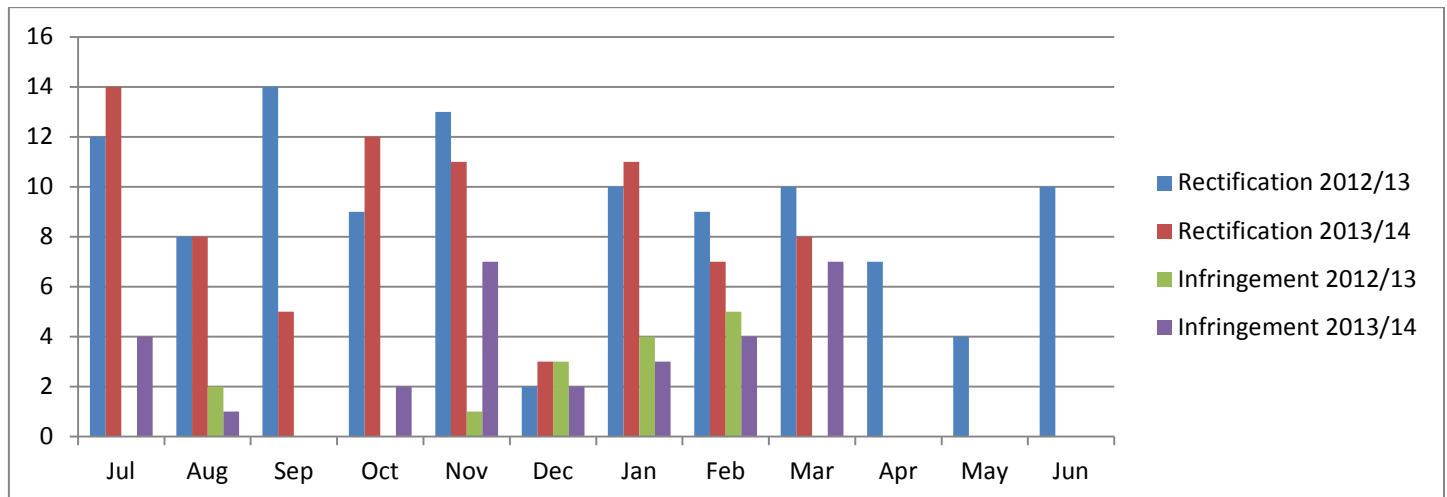
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Compliance Activities



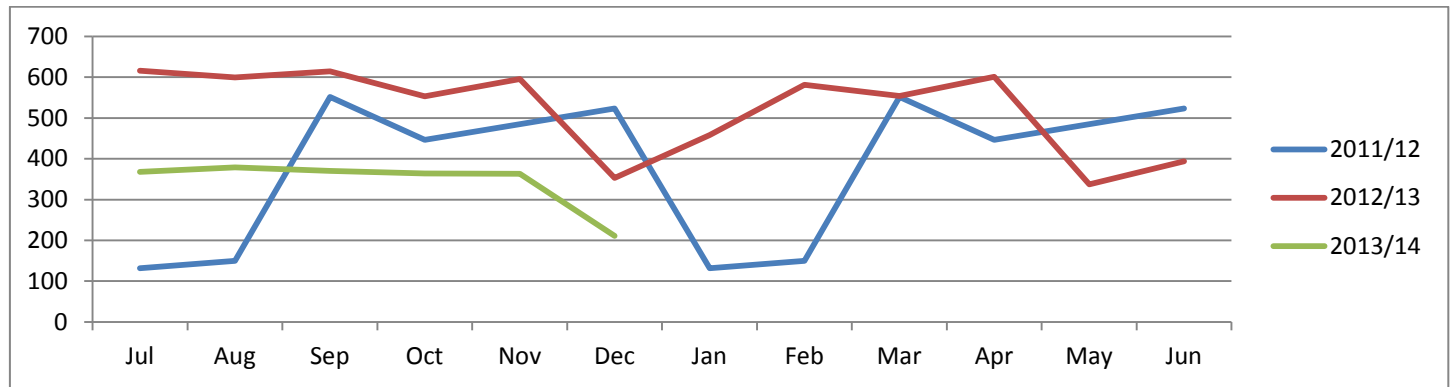
Compliance Activities	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Booked Plumbing Work Audits 2012/13	26	29	29	51	47	27	36	26	53	39	53	38
Booked Plumbing Work Audits 2013/14	55	37	54	47	66	21	48	33	34			
Random Plumbing Work Audits 2012/13	239	174	158	273	281	142	231	171	187	291	287	259

Notices Issued



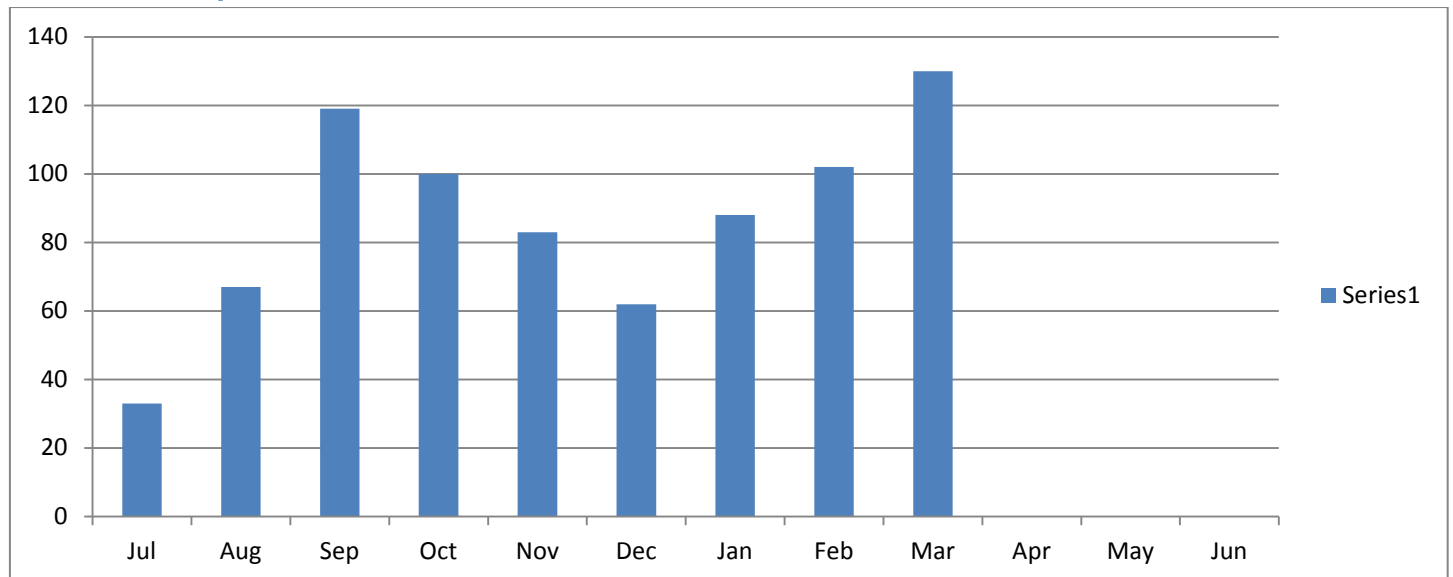
Notices Issued	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Rectification 2012/13	12	8	14	9	13	2	10	9	10	7	4	10
Rectification 2013/14	14	8	5	12	11	3	11	7	8			
Infringement 2012/13	0	2	0	0	1	3	4	5	0	0	0	0
Infringement 2013/14	4	1	0	2	7	2	3	4	7			

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	286	320	338			

Informal Complaints



Informal Complaints	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
	33	67	119	100	83	62	88	102	130			