

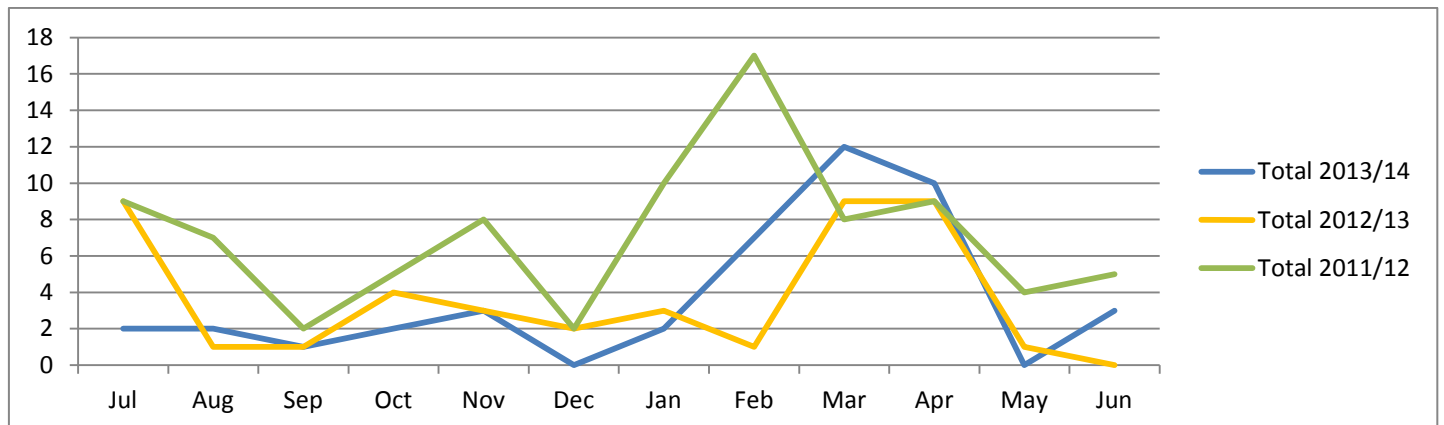
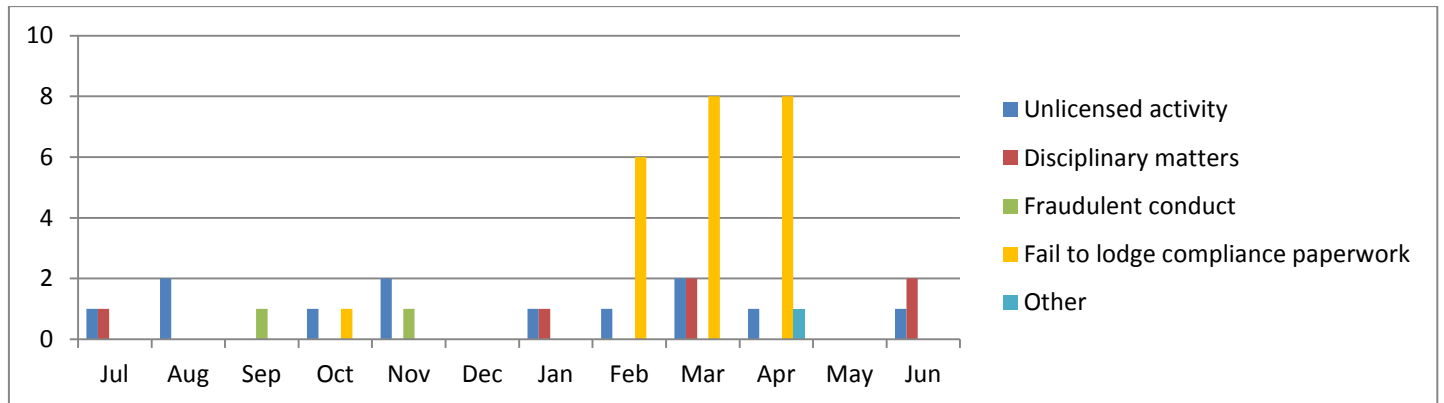


Plumbing Compliance Report

4th Quarter 2014/15

New Matters referred for Investigation

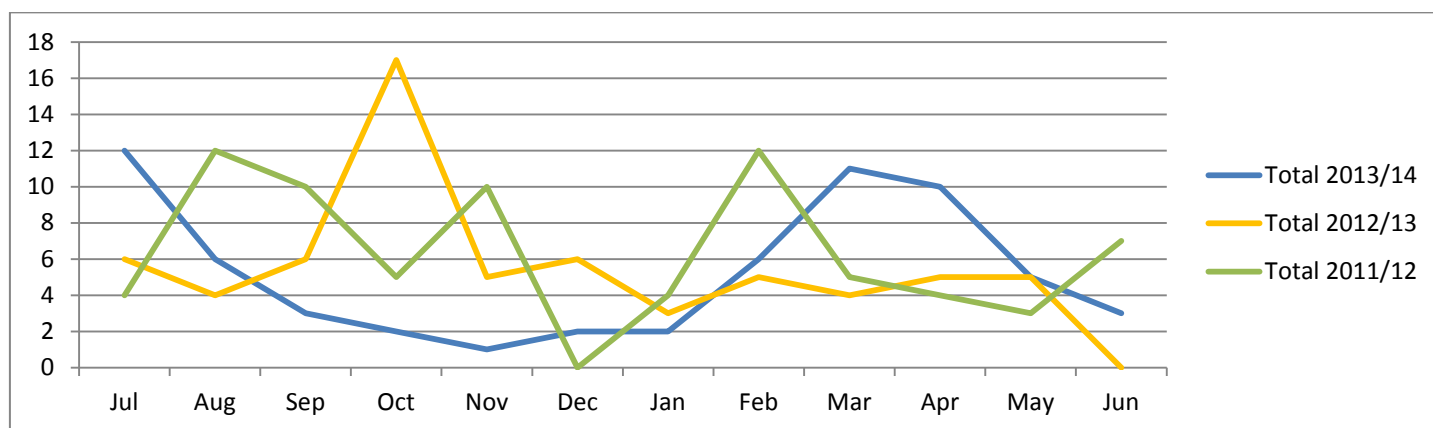
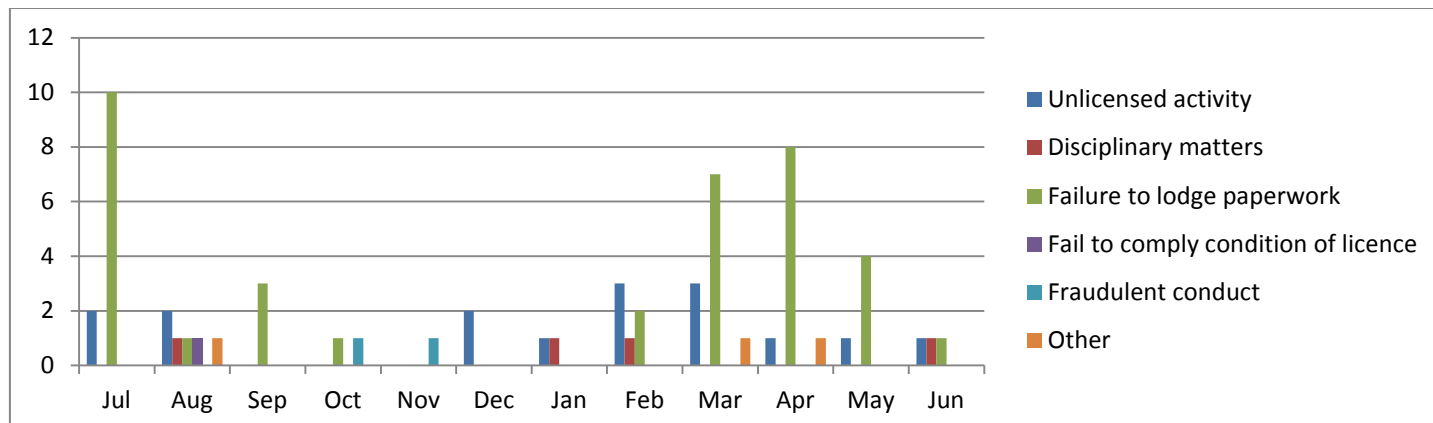
The number of new matters referred for investigation decreased significantly during the fourth quarter. April remained high due to the campaign targeting non-compliance in the lodgement of paperwork, which was reported for the third quarter. There were two disciplinary and two unlicensed matters referred for investigation during the quarter. Overall there were 44 matters referred for investigation during 2013/14.



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	1	0	1
Disciplinary matters	1	0	0	0	0	0	1	0	2	0	0	2
Fraudulent conduct	0	0	1	0	1	0	0	0	0	0	0	0
Fail to lodge compliance paperwork	0	0	0	1	0	0	0	6	8	8	0	0
Other	0	0	0	0	0	0	0	0	0	1	0	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

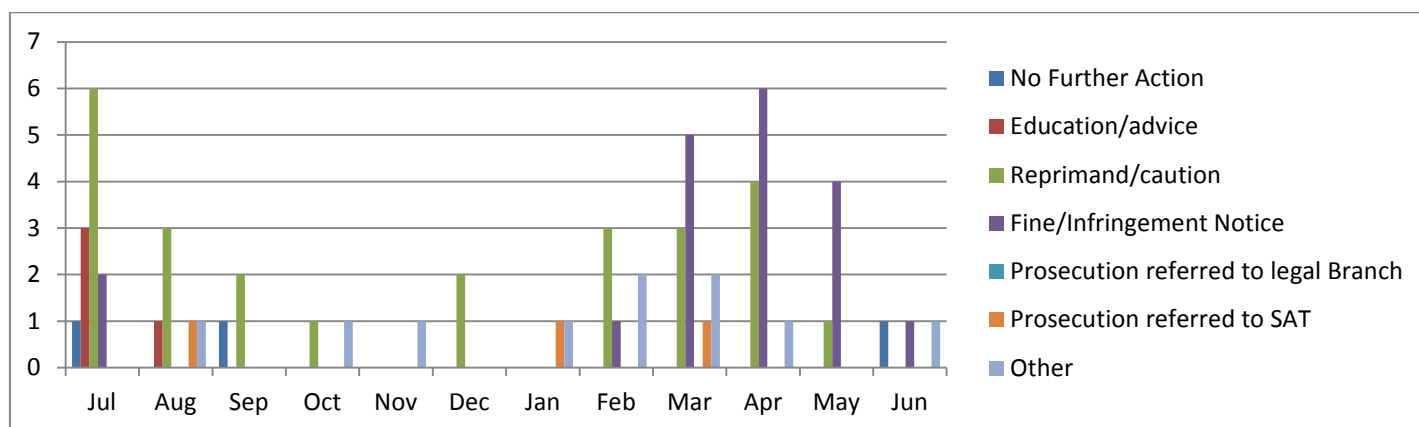
There were 18 investigations concluded during the fourth quarter. The majority of these related to failing to lodge compliance paperwork and formed part of the targeted campaign relating to the lodgement of paperwork. There were five investigations concluded for unlicensed activity.



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	1	1	1
Disciplinary matters	0	1	0	0	0	0	1	1	0	0	0	1
Failure to lodge paperwork	10	1	3	1	0	0	0	2	7	8	4	1
Fail to comply condition of licence	0	1	0	0	0	0	0	0	0	0	0	0
Fraudulent conduct	0	0	0	1	1	0	0	0	0	0	0	0
Other	0	1	0	0	0	0	0	0	1	1	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

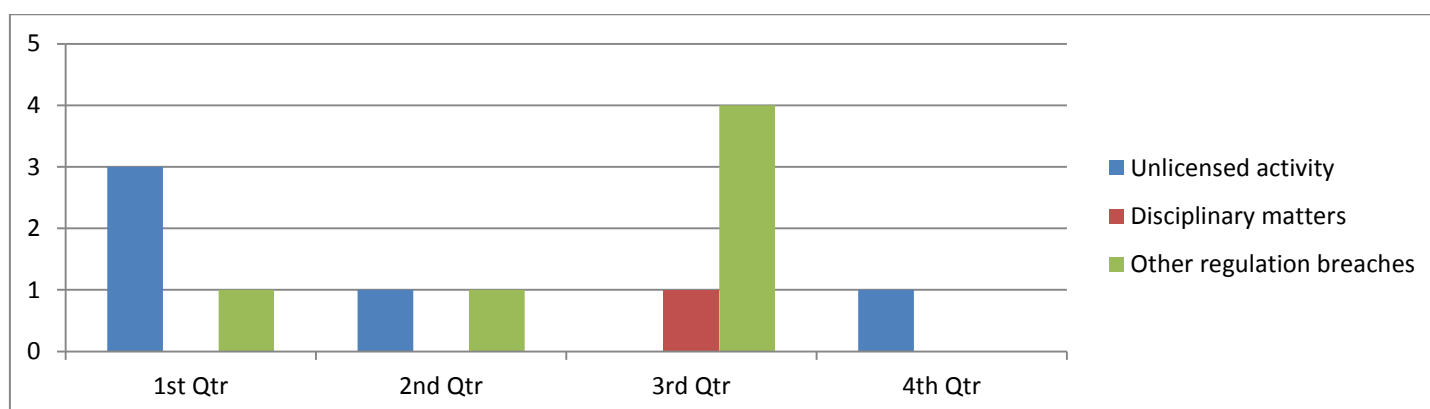
During the fourth quarter one investigation was concluded with no further action, five with a reprimand or caution, eleven with a fine or infringement notice, one was discontinued as it was not in the public interest to pursue and one had no offence detected.



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	0	0	1
Education/advice	3	1	0	0	0	0	0	0	0	0	0	0
Reprimand/caution	6	3	2	1	0	2	0	3	3	4	1	0
Fine/Infringement Notice	2	0	0	0	0	0	0	1	5	6	4	1
Prosecution referred to legal Branch	0	0	0	0	0	0	0	0	0	0	0	0
Prosecution referred to SAT	0	1	0	0	0	0	1	0	1	0	0	0
Other	0	1	0	1	1	0	1	2	2	1	0	1

Current Investigations (as at end of the quarter)

There was one open investigation for unlicensed activity at the end of the quarter.

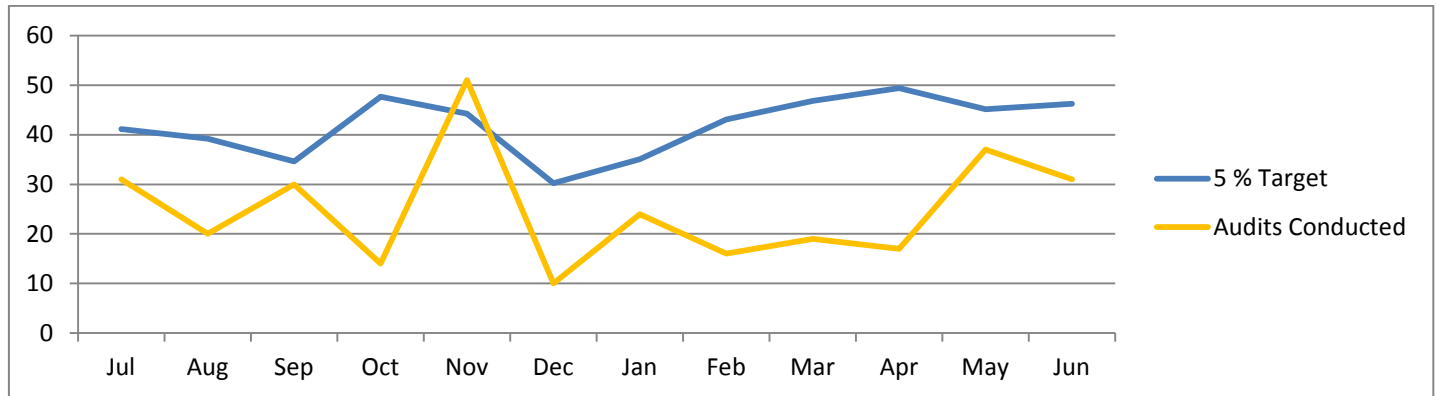


Plumbers Licensing Board Meeting – 25 August 2014

Drainage Audit Requests

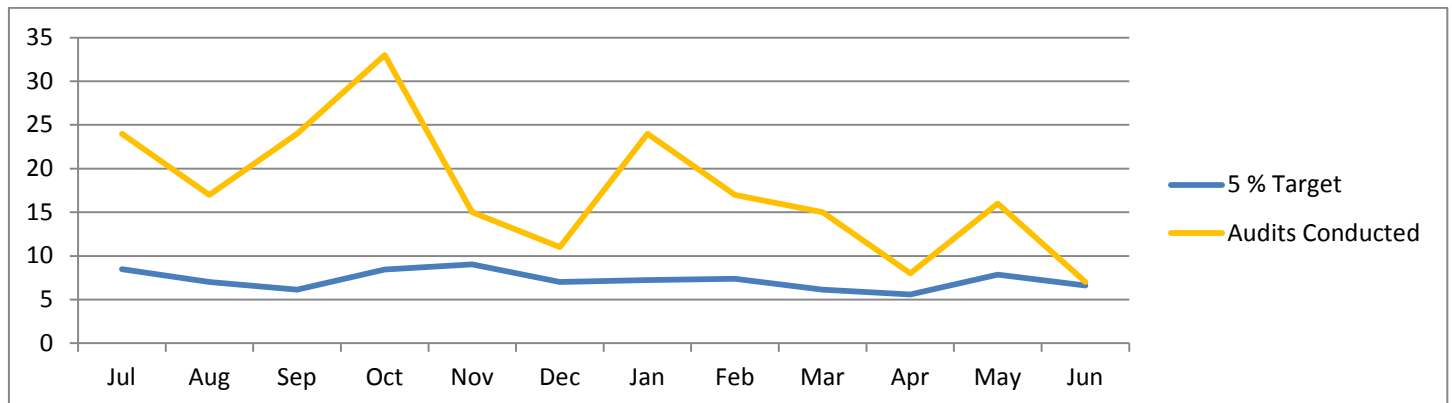
The percentage of metropolitan audits conducted following drainage audit requests during the fourth quarter remained well below the 5% target at 3.02%. Of the 2004 audit requests submitted, only 85 audits were conducted. The Regional drainage audits conducted following requests during the quarter remained above the 5% target at 7.73%. Of the 401 audit requests submitted, 31 audits were conducted. The overall percentage of audits conducted across the State following requests for the 2013/14 financial year was just below the 5% target at 4.33%.

Drainage Audit Requests (Metro)



Metro Drain Audit Requests 2013/14													
Audits Requested	823	784	692	953	884	605	701	861	936	988	902	924	10053
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
5 % Target	41	39	35	48	44	30	35	43	47	49	45	46	503
Audits Conducted	31	20	30	14	51	10	24	16	19	17	37	31	300
% of Requests Audited	3.77	2.55	4.34	1.47	5.77	1.65	3.42	1.86	2.03	1.72	4.10	3.35	2.98

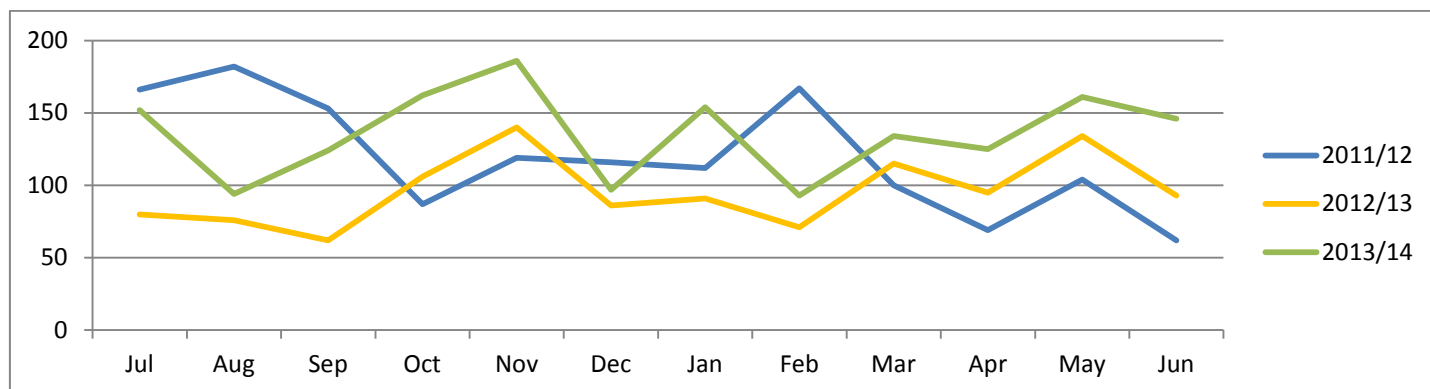
Drainage Audit Requests (Regional)



Regional Drain Audit Requests 2013/14													
Audits Requested	170	140	123	169	181	140	145	148	123	112	157	132	1740
	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	5.6	7.85	6.6	87
Audits Conducted	24	17	24	33	15	11	24	17	15	8	16	7	211
% of Requests Audited	14.12	12.14	19.51	19.53	8.29	7.86	16.55	11.49	12.20	7.14	10.19	5.30	12.13

Drainage Audits Conducted

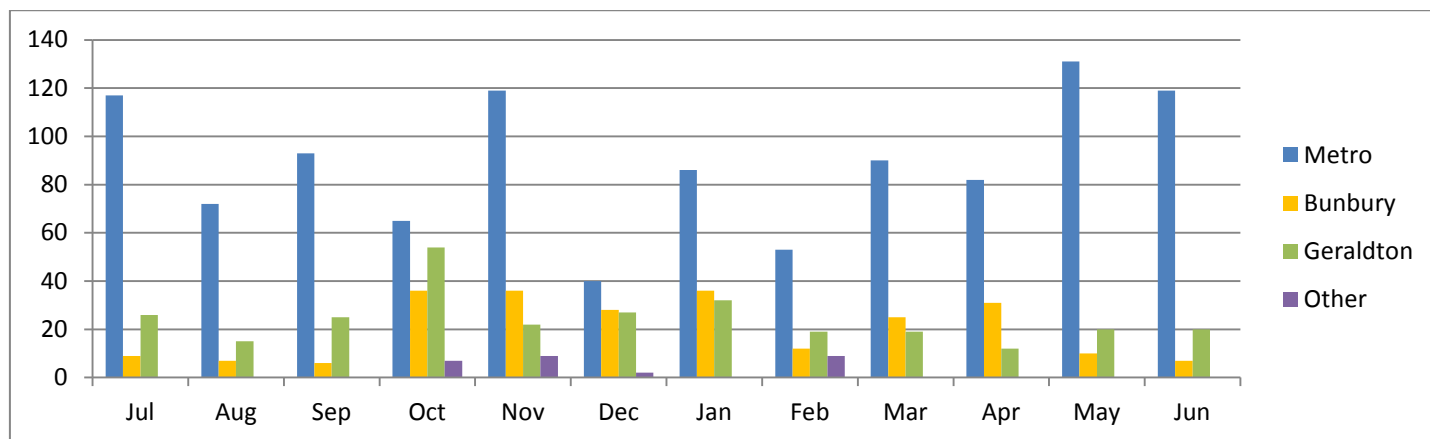
There were a total of 432 drainage audits conducted in the fourth quarter. This represents an approximate 32% increase on the number of drainage audits for the same period last year and an 83% increase for the same period in 2011/12. Overall for 2013/14 there were 1628 drainage audits conducted representing a 42% increase on last year and 13% increase on 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	125	161	146

Drainage Audits Conducted per Region

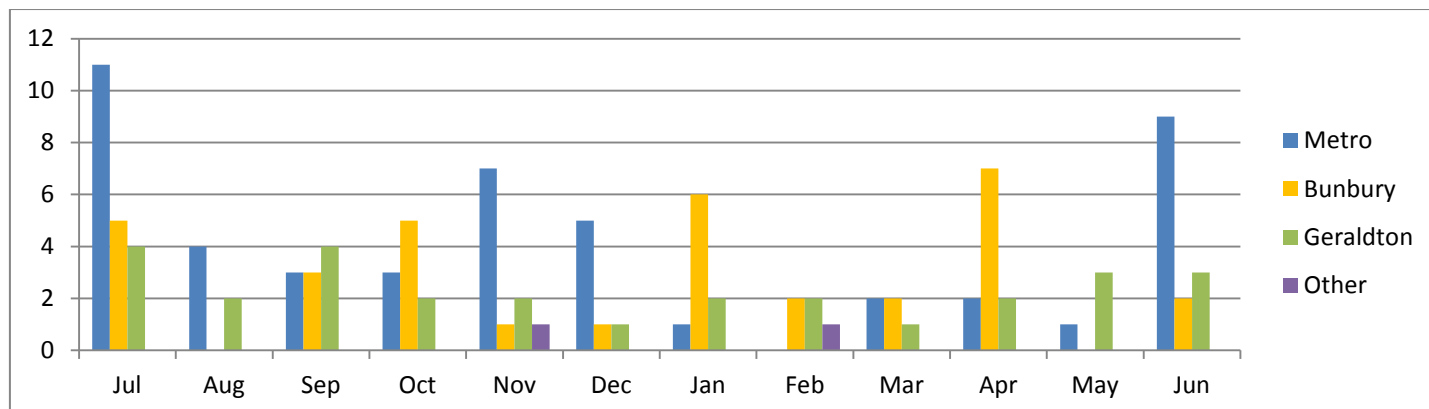
The drainage audits conducted during the quarter in the metropolitan area were high in comparison to other quarters due to a high number of audits conducted in May and June. Geraldton remained consistent with drainage audits for the quarter while Bunbury recorded lower numbers in May and June due to the Plumbing Inspector doing a trip to the Indian Ocean Territories.



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	82	131	119
Bunbury	9	7	6	36	36	28	36	12	25	31	10	7
Geraldton	26	15	25	54	22	27	32	19	19	12	20	20
Other	0	0	0	7	9	2	0	9	0	0	0	0

Drainage Audits Failed per Region

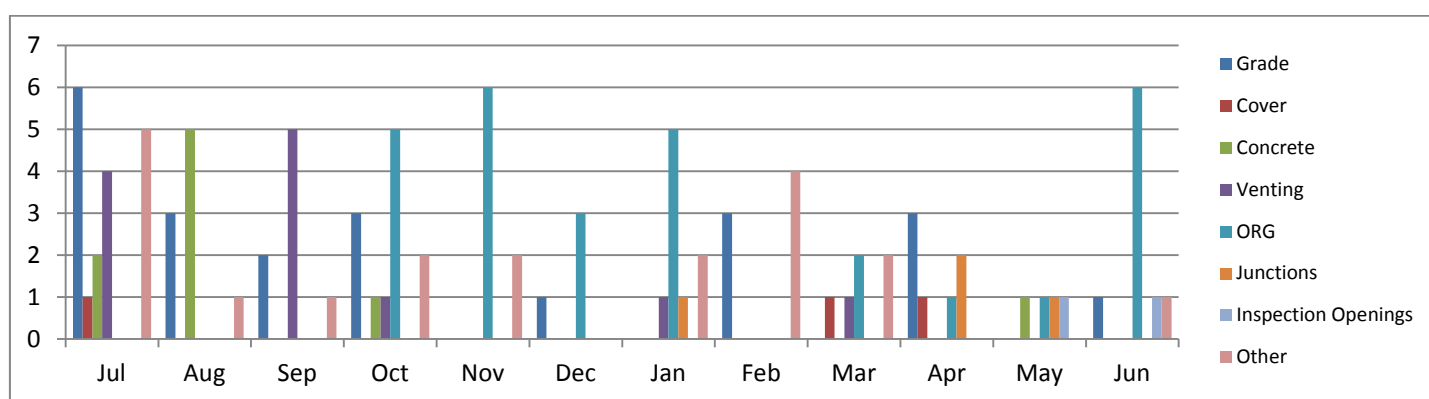
Of the 432 drainage audits conducted, 29 failed representing a failure rate of approximately 7%. This is consistent with the second and third quarters and represents an improvement of 3% from the first quarter. Of the 1628 drainage audits conducted for the entire year, 112 failed representing a failure rate of approximately 7%. In comparison, the failure rate for last year was approximately 10%



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	2	1	9
Bunbury	5	0	3	5	1	1	6	2	2	7	0	2
Geraldton	4	2	4	2	2	1	2	2	1	2	3	3
Other	0	0	0	0	1	0	0	1	0	0	0	0

Main Reasons for Drainage Audit Failure.

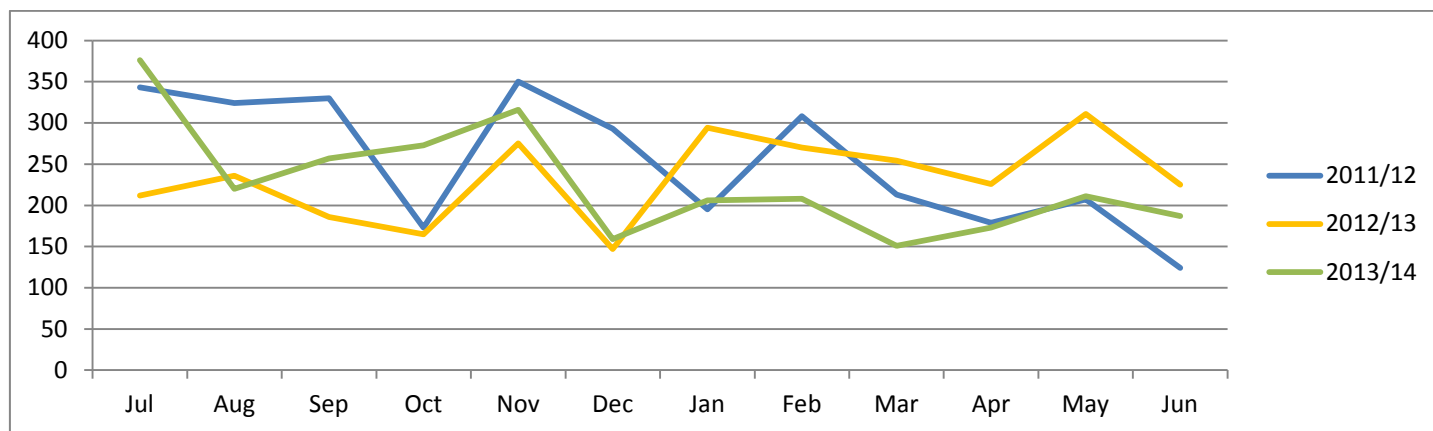
Overflow relief gullies were identified as the main reason for failure of drainage audits during the quarter, with eight failures being recorded, six of these were in June. The rise in overflow relief gullies in June is a result of a decision made by the Principal Plumbing Inspector to report this issue only under drainage audits and not sanitary audits as well.



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

Water Supply Audits Conducted

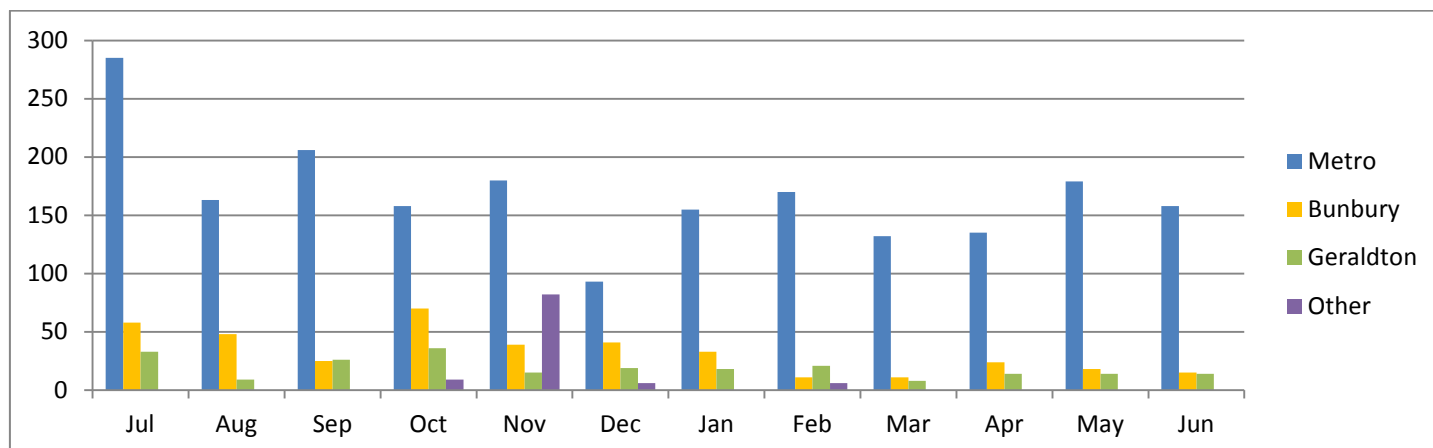
During the fourth quarter a total of 571 water supply audits were conducted, representing a 25% decrease on the number of water supply audits for the same time last year and 2% increase from 2011/12. There were 2737 water supply audit conducted during 2013/14, representing a 2% decrease on 2012/13 and 10% decrease on 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	173	211	187

Water Supply Audits Conducted per Region

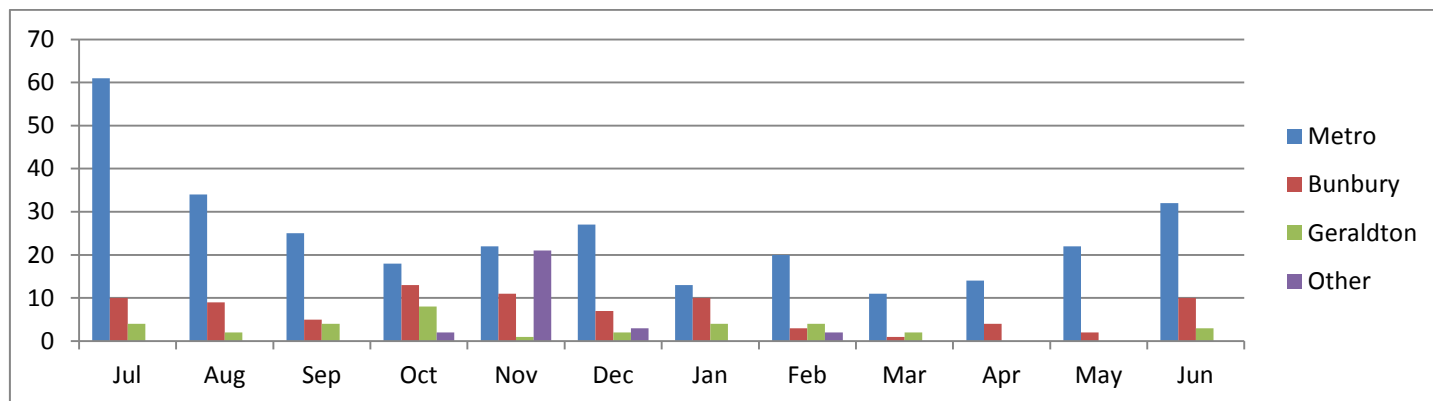
The number of audits conducted in each region were consistent throughout the quarter and were generally comparable to the other quarters throughout the year.



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	135	179	158
Bunbury	58	48	25	70	39	41	33	11	11	24	18	15
Geraldton	33	9	26	36	15	19	18	21	8	14	14	14
Other	0	0	0	9	82	6	0	6	0	0	0	0

Water Supply Audits Failed per Region

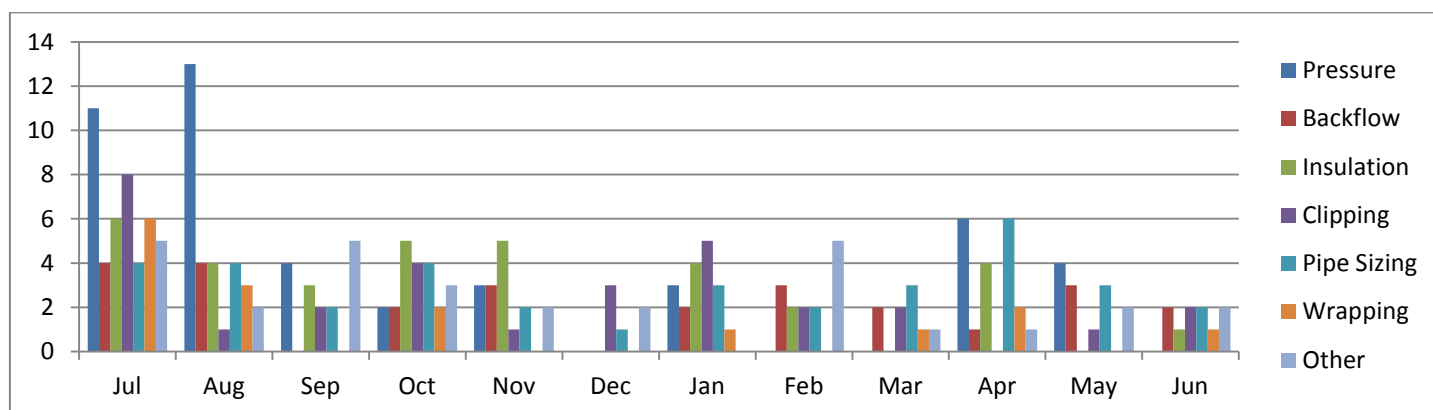
Of the 571 water supply audits conducted, 87 failed representing a failure rate of approximately 15%. This is an increase of 3% from the third quarter, but represents a slight improvement on the previous first and second quarters which recorded failure rates of 20% and 18% respectively. Of the 2737 water supply audits conducted for the year, 446 failed representing a failure rate of approximately 16%. In comparison, the failure rate for last year was approximately 20%.



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	14	22	32
Bunbury	10	9	5	13	11	7	10	3	1	4	2	10
Geraldton	4	2	4	8	1	2	4	4	2	0	0	3
Other	0	0	0	2	21	3	0	2	0	0	0	0

Main Reasons for Water Supply Audit Failure.

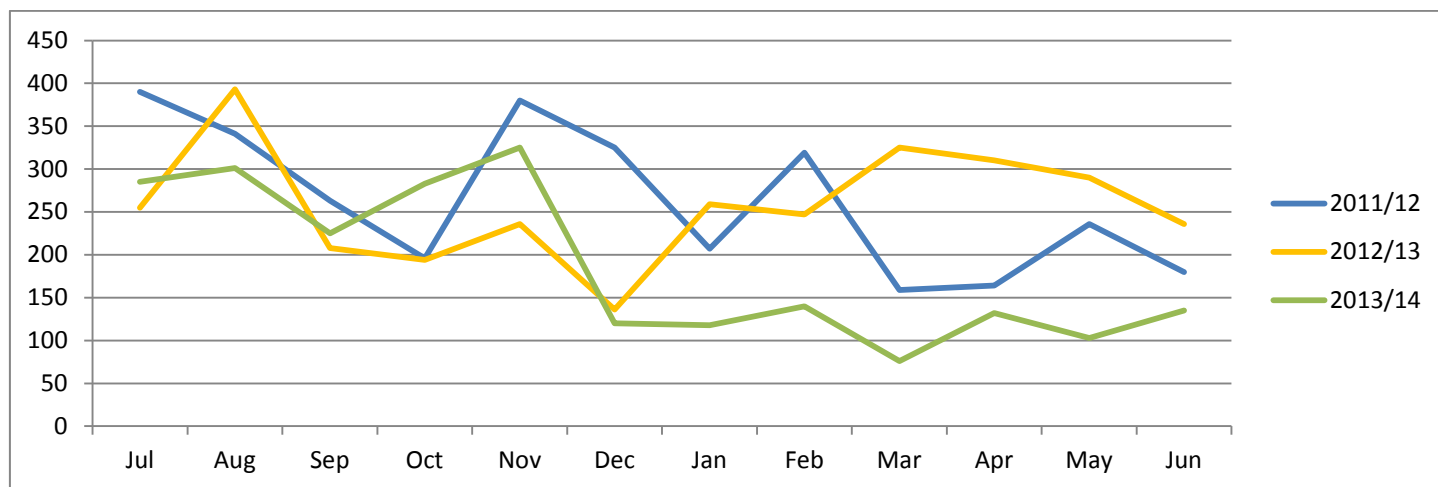
The main reasons for failure of water supply audits reported during this quarter was pipe sizing (11) and water pressure (10). There does not appear to be any specific issues identified from this due to the relatively low number of failures recorded.



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	6	4	0
Backflow	4	4	0	2	3	0	2	3	2	1	3	2
Insulation	6	4	3	5	5	0	4	2	0	4	0	1
Clipping	8	1	2	4	1	3	5	2	2	0	1	2
Pipe Sizing	4	4	2	4	2	1	3	2	3	6	3	2
Wrapping	6	3	0	2	0	0	1	0	1	2	0	1
Other	5	2	5	3	2	2	0	5	1	1	2	2

Sanitary Audits Conducted

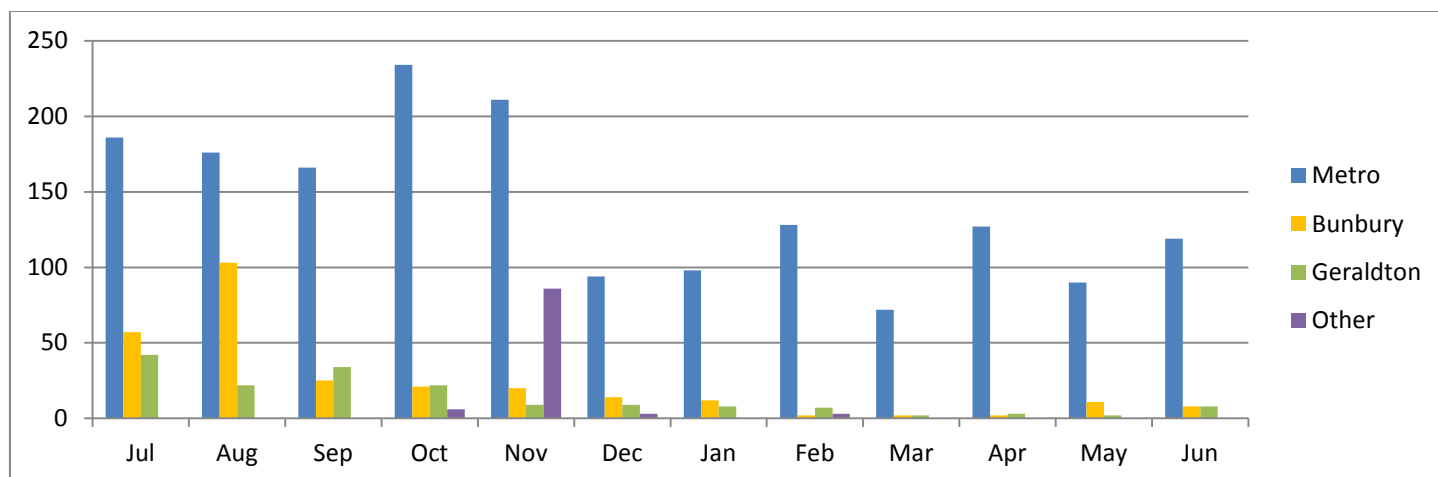
There were a total of 370 sanitary audits conducted during the quarter, which is a 56% decrease on the number of water supply audits for the same time last year and 49% decrease from 2011/12. There were 2243 sanitary audits conducted for 2013/14, representing 27% decrease on last year and 29% decrease on 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	132	103	135

Sanitary Audits Conducted per Region

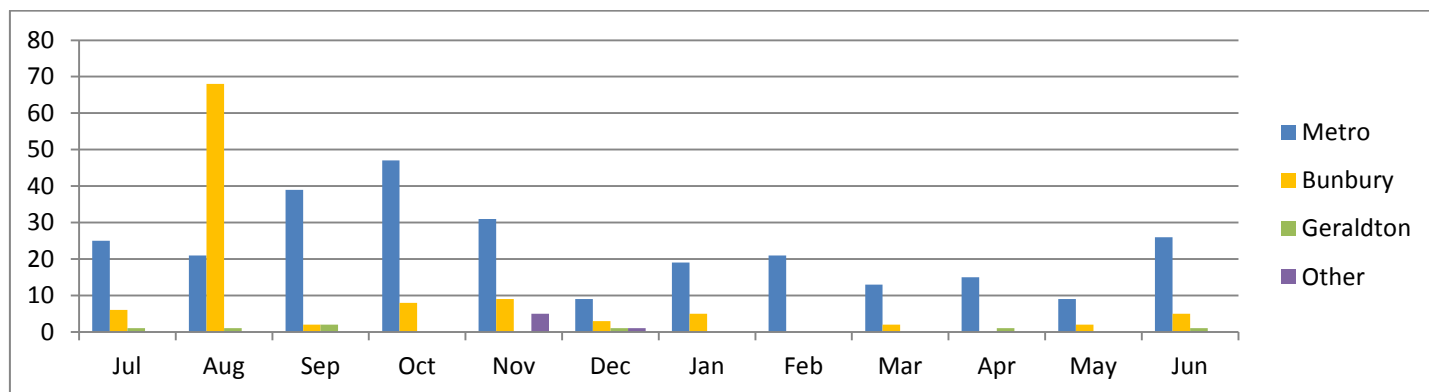
The sanitary audits conducted in the metropolitan area remained consistent with the third quarter, but down on the first two quarters for the year. Both Bunbury and Geraldton recorded low numbers for the quarter, which is attributed to some travel commitments and an increased focus on compliance audits.



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	127	90	119
Bunbury	57	103	25	21	20	14	12	2	2	2	11	8
Geraldton	42	22	34	22	9	9	8	7	2	3	2	8
Other	0	0	0	6	86	3	0	3	0	0	0	0

Sanitary Audits Failed per Region

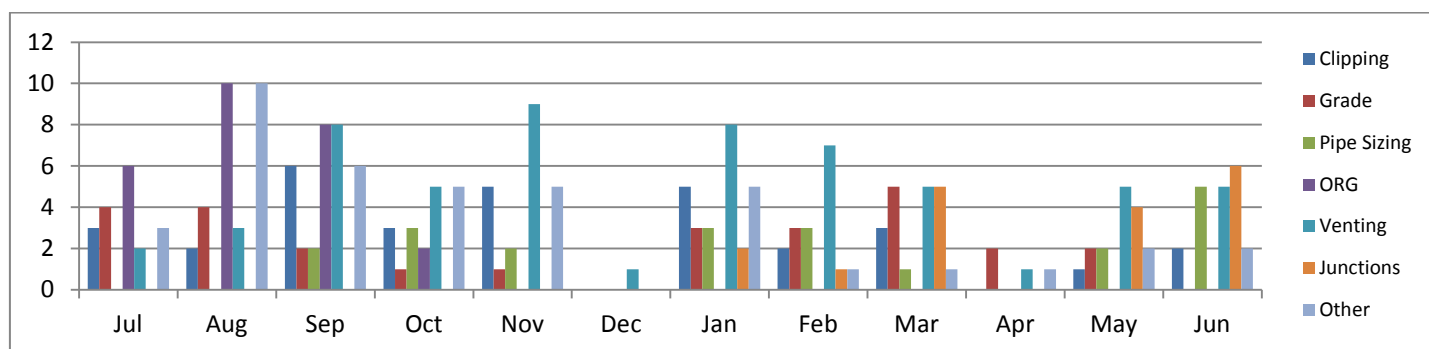
Of the 370 sanitary audits conducted, 59 failed representing a failure rate of approximately 16%. This is 4% better than the first quarter, a 2% improvement on the third and is consistent with the second. Of the 2243 sanitary audits conducted during 2013/14, 398 failed representing a failure rate of approximately 18%. In comparison, the failure rate for last year was approximately 11%.



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	15	9	26
Bunbury	6	68	2	8	9	3	5	0	2	0	2	5
Geraldton	1	1	2	0	0	1	0	0	0	1	0	1
Other	0	0	0	0	5	1	0	0	0	0	0	0

Main Reasons for Sanitary Audit Failure

The main reasons reported for failure of sanitary audits during this quarter was venting (11) and junctions (10). There does not appear to be any specific issues identified from this due to the relatively low number of failures recorded.

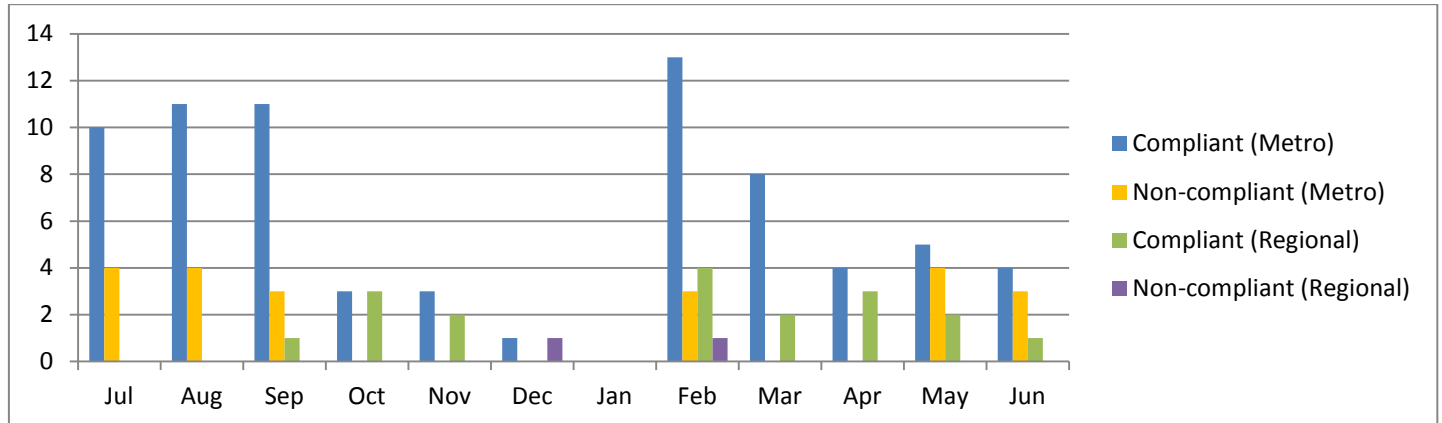


Sanitary Audits - Main Reasons for Failure	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Clipping	3	2	6	3	5	0	5	2	3	0	1	2
Grade	4	4	2	1	1	0	3	3	5	2	2	0
Pipe Sizing	0	0	2	3	2	0	3	3	1	0	2	5
ORG	6	10	8	2	0	0	0	0	0	0	0	0
Venting	2	3	8	5	9	1	8	7	5	1	5	5
Junctions	0	0	0	0	0	0	2	1	5	0	4	6
Other	3	10	6	5	5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

Plumbers Licensing Board Meeting – 25 August 2014

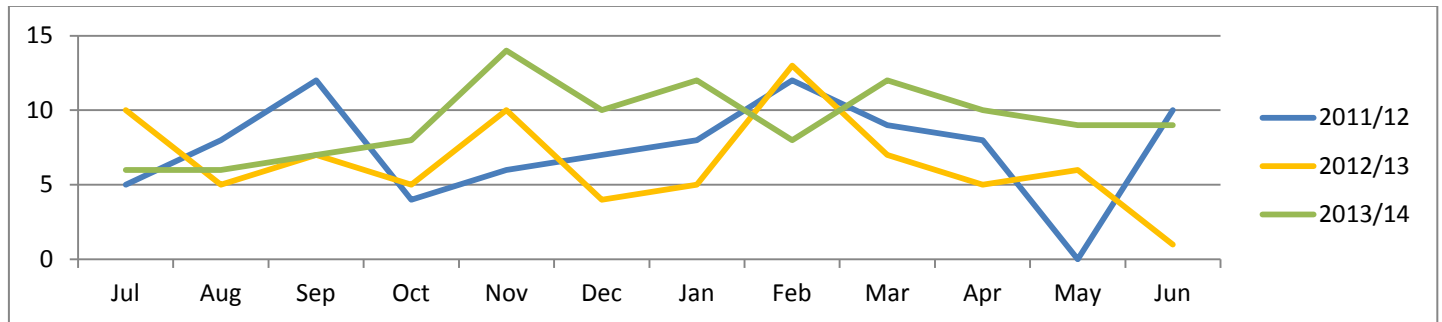
Compliance Audits

There were 26 compliance audits conducted during the fourth quarter. Of these, seven were deemed to be non-compliant in the metropolitan area and none were non-compliant in regional areas.



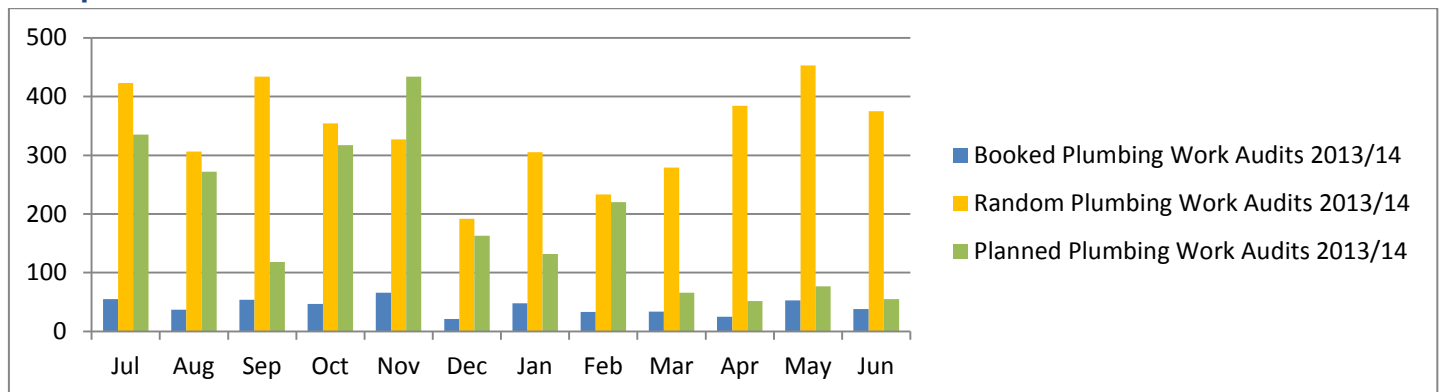
LPC Compliance Audits 2013/14	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Compliant (Metro)	10	11	11	3	3	1	0	13	8	4	5	4
Non-compliant (Metro)	4	4	3	0	0	0	0	3	0	0	4	3
Compliant (Regional)	0	0	1	3	2	0	0	4	2	3	2	1
Non-compliant (Regional)	0	0	0	0	0	1	0	1	0	0	0	0

Inductions



Inductions	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
2011/12	5	8	12	4	6	7	8	12	9	8	0	10
2012/13	10	5	7	5	10	4	5	13	7	5	6	1
2013/14	6	6	7	8	14	10	12	8	12	10	9	9

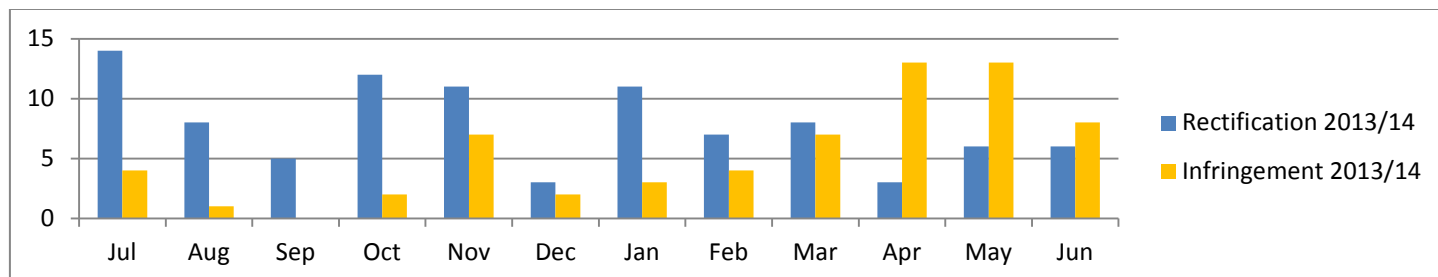
Compliance Activities



Plumbers Licensing Board Meeting – 25 August 2014

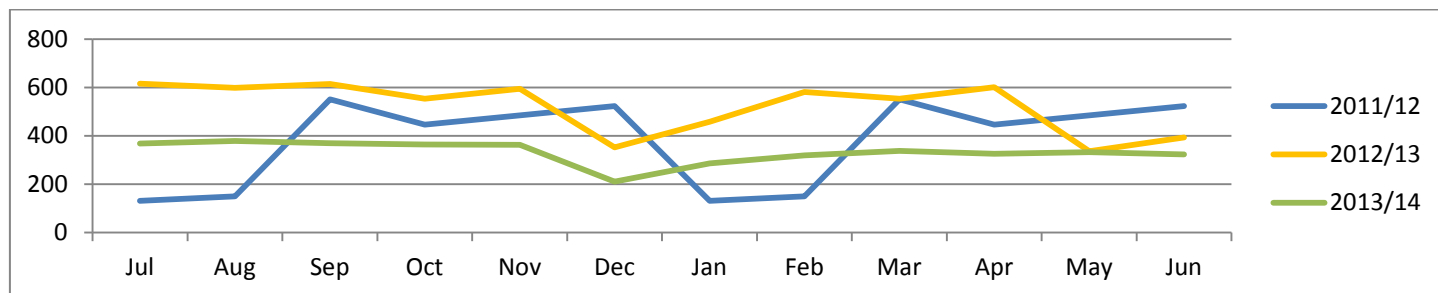
Compliance Activities	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Booked Plumbing Work Audits 2012/13	26	29	29	51	47	27	36	26	53	39	53	38
Booked Plumbing Work Audits 2013/14	55	37	54	47	66	21	48	33	34	25	53	38
Random Plumbing Work Audits 2012/13	239	174	158	273	281	142	231	171	187	291	287	259
Random Plumbing Work Audits 2013/14	423	306	434	354	327	192	305	233	279	384	453	375
Planned Plumbing Work Audits 2012/13	283	502	269	141	323	200	377	399	454	301	395	257
Planned Plumbing Work Audits 2013/14	335	272	118	317	434	163	132	220	66	52	77	55

Notices Issued



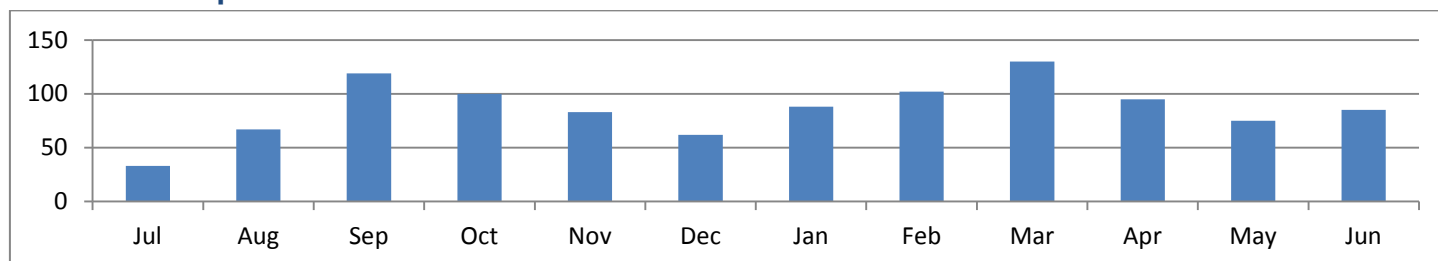
Notices Issued	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Rectification 2012/13	12	8	14	9	13	2	10	9	10	7	4	10
Rectification 2013/14	14	8	5	12	11	3	11	7	8	3	6	6
Infringement 2012/13	0	2	0	0	1	3	4	5	0	0	0	0
Infringement 2013/14	4	1	0	2	7	2	3	4	7	13	13	8

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	326	333	323

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	95	75	85

REGIONAL TRIPS

Indian Ocean Territories

Plumbing inspector Peter Dougheney conducted a compliance visit to the Indian Ocean Territories in May/June 2014. During this trip the plumbing inspector visited Christmas Island. While on the island the plumbing inspector conducted an inspection of potential unlicensed and non-compliant plumbing work carried out at the Christmas Island Resort. This inspection was initiated following information obtained from on the island's Water Corporation Operations Manager Andrew Scott prior to the trip.

The inspector examined the plumbing work in question (plumbing to new accommodation units) accompanied by resort maintenance contractor Stewart Finch. There were 16 areas of noncompliance identified, however the inspector was not able to establish the person responsible for carrying out the plumbing work. A list of items requiring rectification has been issued to the resort manager and it has been noted to be checked on the next visit by an inspector to the island. An official rectification notice is unable to be issued as there is no evidence of who carried out the plumbing work.

Other work was inspected at the resort incorporating two water supply pump sets and water supply piping carried out by LPC Daniel Wilcox PL 7100. A rectification notice has been issued in relation to this work for the use of piping which is not UV rated.

A reinspection of a plumbing work subject to a previous rectification notice (I-1575) issued by plumbing inspector Bruce Dries for noncompliant water heaters in the locality of Drumsite was also carried out. The work now complies with the standards. Minor areas of non-compliance were identified in Stage 2 of this development and a rectification notice will be issued to LPC Russell Frost PI 8614 in regard to these matters.

Whilst on the island, the plumbing inspector also carried out a number of compliance audits on licensed plumbing contractors and visited a number of different sites to carry out inspections of plumbing work, including the detention centre. A number of rectification notices were issued as a result and they will be followed up on the next compliance visit to the island.

During the Indian Ocean Territories trip, the plumbing inspector also visited Cocos Islands. The inspector met with licensed plumbing contractor Greg Cahill PL 1194 who is the main contractor for West Island and inspected water heater installations and other work carried out by Greg. Although two rectification notices are to be issued for non-compliant relief drain line terminations his standard of work was generally good. Greg also maintains the water supply to the Quarantine Station and the inspector conducted inspections of the site. Greg was behind on his submission of paperwork with eight major certificates not submitted. He has since submitted these certificates.

The inspector also met with builder and licensed plumbing contractor Ian Thompson PL 7128 who only conducts plumbing work on his own builds. The inspector examined drainage plumbing work to a housing project of Ian's and a rectification notice will be issued for non-compliant sanitary drainage work.

Merredin/Kelleberrin

The trip to Merredin was in response to information received about a person operating a plumbing business in the area (Kelleberrin) without a WA plumbers licence. In addition there were also reports that some of the local plumbers were not submitting compliance paperwork for the plumbing work they performed.

It was discovered that the person operating a plumbing business without a WA plumbers licence was actually a licensed plumber in Queensland. The plumbing inspector explained the need for him to be licensed in WA and that he could quite easily do that through the mutual recognition application process. The person has since obtained his WA licence on 24 June 2014.

The inspector also inspected plumbing work that this person had conducted at it was all found to be compliant. In the circumstances, taking into account the persons actions to get his WA licence as soon as he good and the fact his work was compliant a decision was made not to pursue him for carrying out unlicensed plumbing work.

The inspector also carried out some compliance paperwork checks with licensed plumbing contractor's in Merredin. A number of jobs that did not have compliance paperwork lodged were identified. The licensed plumbing contractor's involved have been advised to lodge the paperwork and checks will be conducted to ensure that this occurs.