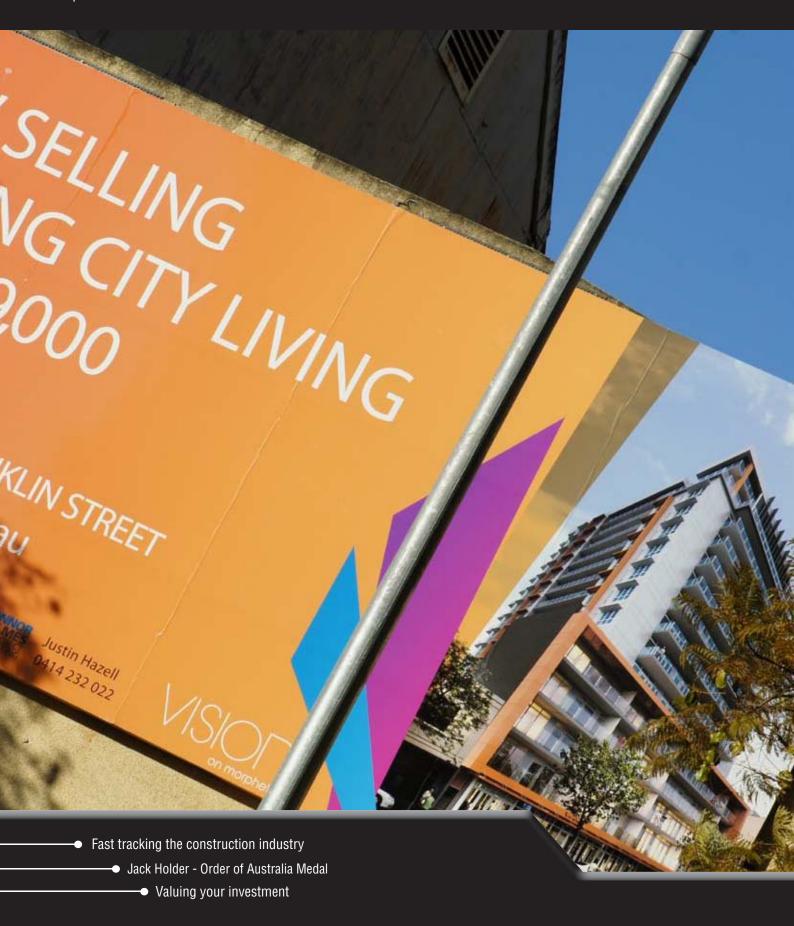
## Plumbing SA





The Plumbing Industry Association of South Australia Inc.

September / October 2012







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Cover: Construction industry needs urgent stimulus

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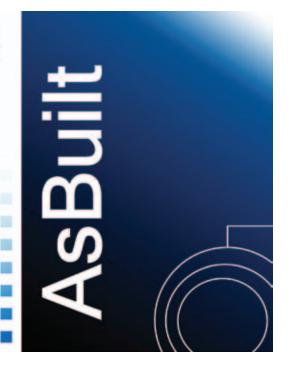
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## Editorial No Trust in a Handshake

#### **NOLS Update**

The PIA is anxiously awaiting the release of the Regulatory Impact Statement (RIS) consultation document - National Licensing for Plumbing Occupations.

At the time of writing this article, one state jurisdiction has not yet signed off on the proposal hence the delay in its release for comment. The PIA will meet all other state and Territory jurisdictions, once released, to ensure there is a unified agreement between all state industry bodies going forward.

The PIA is sceptical that what is being proposed is not totally in the best interests of the industry, as the electrical RIS released during July has some underlining messages that there will be some major changes to how licensing regulation will be implemented. Having scanned over the RIS for the electricians there are a number of concerns that may be replicated in the plumbing licensing scheme.

Some of the key points raised include;

#### **Positives**

- A licensee would be able to work anywhere in Australia without having to reapply or pay for a licence when they move to another jurisdiction within Australia
- A central licensing authority
- Jurisdictional regulators would administer the system as delegates of the licensing authority
- Personal and financial probity requirements would be made consistent.

#### **Negatives**

There would be no skill or business qualification requirements for a contractor licence.

#### **Industry Concerns**

- The process for skilled migrants to obtain licences would be streamlined and is likely to lead to a "dumbing down" of the requirements to obtain a licence
- Continuous professional development is not seen as important.

I must highlight that these proposed conditions are outlined in the Electrical RIS. They are rumoured to be in the plumbing proposal and the PIA will make a comprehensive submission outlining our concerns and recommendations once the plumbing RIS is released. The PIA will also distribute a link to all members for feedback once the document is released.

### **Invitation to Government Leaders**

The PIA has written to both political parties (Liberal and Labor) recommending that they organise meetings with all representative associations to discuss key issues. The purpose of this proposal by the PIA is to ensure there is understanding from both parties, that the issues affecting our state are heard and hopefully actioned. To date no invitation has ever been forth coming.

We want to see a more inclusive communication that will result in positive outcomes for our industry and the state. The plumbing industry in SA is becoming increasingly more difficult. It is in the best interests of all our members to protect the turf we operate on and ensure the level of compliance and regulation is balanced and sustainable.

I would like to thank all members for their continual support of the association over the past year, it has been difficult for everyone and we want to ensure to all that we will continue to battle for improved outcomes for the industry.





Executive Officer



## **Servicing Contractors & Consultants**

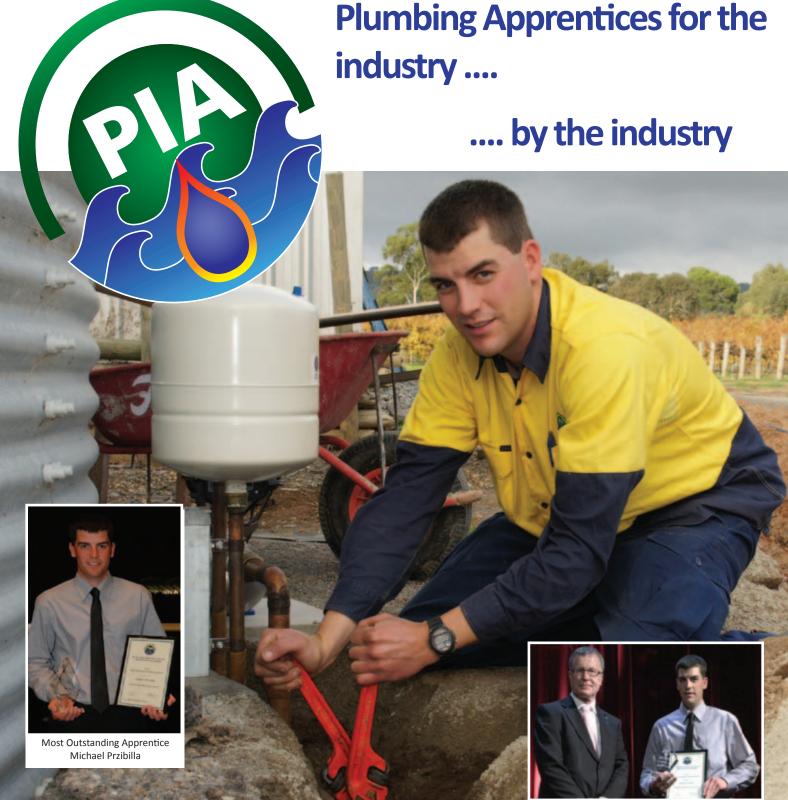
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Hon Paul Holloway presenting Michael Przibilla with his award

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## Residential Plumbing

Have a little trust in your insurers

A member recently carried out a bathroom renovation on a holiday house and all went well until the second fix. The client asked him to re-fit the old flick mixer tap to the bathroom hand basin.

He politely advised her that it was not something he would recommend as it may cause problems because of its age and condition. Against his advice she insisted on him installing it.

The plumber tried to do the right thing and took the tap apart, cleaned and serviced it and reassembled it carefully. Shortly after completing the work he received a call from the owner to report the house was flooded.

He went to the house immediately and found a puddle about a metre across on the wooden floor adjacent to the bathroom. He turned off the water after identifying it was the mixer tap leaking, removed the tap and capped off the pipe. He then vacuumed up the puddle and made sure the water had done no damage.

The owner contacted him shortly after claiming a cupboard and the wooden floor were damaged and would require replacement. At this point the plumber called the PIA for advice. We advised him to contact his insurer immediately and report that he believed a claim was going to be made against him and to describe all of the circumstances surrounding the matter.

A few days later the owner sought to make a claim against the plumber. The insurer rejected the homeowner's claim on the grounds that the plumber had advised her against using a second hand tap and that in declining to accept his advice they and the plumber had no liability. The plumber by going on the front foot and contacting the insurer before the claim was made and setting out the circumstances placed the insurance company in a much better position to assess the matter and reject the claim.



As a result the plumber will not have to pay his excess or face increased premiums when it comes time to renew his premium. One thing the plumber will do in the future to increase the strength of his position is to put his advice in writing to the client, so there is no possible grounds for dispute.

Ray was quite stressed over the matter for a few days until the matter was resolved. There are four lessons to take from this matter:

- Ensure you always act within the plumbing and gas codes
- Don't be afraid to give professional advice that the customer may not want to hear
- Don't sit back and wait for the customer to make a claim against you. Taking a proactive position with a customer is always the best option.
- In future the plumber will put his advice in writing to make absolutely sure that there can be no doubt as to the position he took.

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### A Case Study of Pro Active Customer Management

A few years ago now, I worked for the biggest professional audio-visual solutions provider in South Australia. One of our sales consultants had won a major AV installation contract for a lecture theatre.

After the installation was complete, there were the usual teething problems, except they never ended. The sales consultant washed his hands of the job of the client, saying they were impossible to deal with.

My boss called me into the office and informed me that as I was the marketing manager, I was now responsible for resolving customer complaints.

#### What did I do?

The first thing I did was call the manager of the facility and ask him to email me a list of all of his claimed defects. Upon receipt of this list, I promised to call him to make a time to come and discuss each issue.

When the email was received I sat down with the sales consultant and heard his side of the story. I then reviewed the file and then met with the installationmanager to discuss the technical problems reported. He agreed to attend a meeting with the facility manager. We went out there and methodically worked through every issue.

The programming issues were easily fixed by allocating funds to the installation manager to provide the resources to correct a few programming bugs.

A couple of line amplifiers had been missed in the design, which were a modest cost to include. The biggest problem was that the sales consultant had recommended a high resolution projector for displaying X-Rays.

The facility had cut that from the budget and a much cheaper unit was purchased. Lecturers were very unhappy with the projection quality.

I was able to find a new X-Ray projector with the required resolution but it was still more than they were prepared to pay. Although it was half the cost of the originally recommended unit. I arranged for one to be made available on a one month loan. Despite it being double their budget they purchased it at the end of the month.

The sales consultant had walked away because he did not want to admit that some of the problems were caused by him failing to

involve the installation manager at the design stage. Also trying to avoid going to the boss to tell him we would need to spend some money to fix his omissions. He also did not know how to firmly but positively present to the customer that there was no cheap solution for the display of X-Rays and that they needed to choose between budget and the image quality required.

Because we were able to resolve the issues amicably, we were able to restore our relationship with the client and a new sales consultant was appointed to handle that account in the future. Only a few months later we won the contract to refit seven lecture theatres at that organisation.

Another salesman sold a stretch frame projector screen to a customer who showed old movies at nursing homes and retirement villages.

The screen when stretched over the frame bowed the frame which resulted in a small portion of the image being lost. The sales consultant had replaced it but the new one was exactly the same.

The customer was still dissatisfied. I was asked to resolve the matter. I immediately contacted the manufacturer who agreed it bowed but that this was normal.

I was aware of another manufacturer and was able to obtain a dealership for the brand and had one sent to Adelaide.

The customer took it away and tried it for a few days. He was rapt with the quality but unhappy that it was a \$1000.00 more. I gave him a choice...

...I could almost give him the same brand of screen we had already supplied and could guarantee it would be bowed or he could pay the additional cost for a superior product that met his demands. The customer was a little grumpy at the extra cost but he had a choice. I resolved the problem and in the process increased the value of the sale.

Ignoring problems whether they are a result of your work or a faulty product will generally only delay the inevitable show down. Rather than have a show down, in my experience it is better to go on the front foot and gather all the facts and provide a satisfactory solution.

Without doubt there are some irrational people out there that can never be satisfied but if and when they go to Consumer & Business Services they have no grounds to claim that you have not take all reasonable steps to address the issue.

## Residential Plumbing Cont...

Heat Pumps - What you can and can't do!



A lecturer from a Victorian TAFE stirred up a few people recently when he was over here promoting a training course.

To be fair to him the advice he received on the regulations from the person he spoke to at the Australian Refrigeration Council was incorrect.

HWS Heat Pumps in South Australia must be installed by a licensed plumber and electrician.

No form of refrigeration licence is required in South Australia, if it is a sealed unit and no work is carried out on the sealed part of the unit.

Any work to service the refrigeration unit must be carried out by a licensed refrigeration mechanic.

If you are removing a heat pump, before you dispose of it you must arrange for a licensed person to decant the gas and dispose of it correctly.

Any attempt to do this work without a licence can result in a fine of \$1,100.00 for an individual or \$5,500.00 for a business.

Discharging gas to the atmosphere can result in a fine of \$33,000.00 for an individual or \$165,000.00 for a business.

The fines are significant because of the harm these gases cause to the environment. 1Kg of gas released into the atmosphere is the equivalent of driving a car for six months.

More importantly, the damage fluorocarbons cause to the ozone layer is now reversing because the world has reduced the impact these gases have had on the environment by disposing of them safely.

Refrigerant Recycle Australia arranges for the refrigerant to be collected from the wholesaler, it is tested and then destroyed using the plasma-arc process that transforms it into salts and water.

Plumbers in Victoria are undertaking the Restricted Split System Air conditioning Installation and Decommissioning (Splits) Licence Training because it is proving to be a handy boost to their business, particularly in the summer months if they do a lot of gas work, which traditionally slows down in the warmer months.

#### Who can do what, with split system air conditioners

The Australian Refrigeration Council (ARC) issues two (2) licence types only, that permits individuals to undertake work with split system air conditioners.

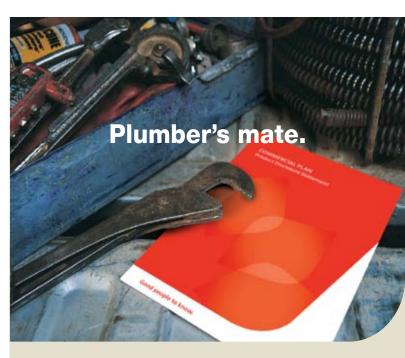
However, there is considerable difference between the two licences in what the holder of each of those licences can and can't do.

The following details the distinction in the work practices between the two licences:

#### 1. Full Refrigeration and Air conditioning (RAC) licence

The holder of a full "RAC" licence is qualified to;

 Work with any air conditioning system, split system or otherwise, of any cooling capacity



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## Residential Plumbing Cont...

Heat Pumps - What you can and can't do!

 Undertake all aspects of installation, service, repair, maintenance or decommissioning of air conditioning systems.

2. Restricted Split System Air Conditioning Installation and Decommissioning (Splits) Licence

The holder of a restricted "Splits" licence is qualified to;

- Work with a single head split system air conditioners of less than 18kW cooling capacity
- Undertake installation, including running the pipe work of a single head split system air conditioner
- Introduce additional refrigerant when required on extended pipe runs during installation only
- · Commission the system after installation is completed
- Undertake removal of refrigerant from the system prior to decommissioning.

The holder of a restricted "splits" licence is not qualified and not permitted to:

- Work with any split system air conditioner of more than 18kW cooling capacity
- Install multi head split system air conditioning systems
- Carry out any service, repair or maintenance of any split system air conditioner.
- Topping-up a system before the system has been fully tested and all identified leaks repaired by any individual is illegal

An ARC Refrigerant Handling Licence (RHL) is a national environment based licence to handle fluorocarbon refrigerants.

Individuals need to contact their state or territory regulatory bodies with regards occupational, OH&S, contractor, electrical, ducting, or other licensing associated with work they are undertaking.

TAFE SA and Gordon TAFE in Victoria offer short Restricted Split System Air conditioning Installation and Decommissioning (Splits) Licence Training.

#### ATTENTION PLUMBERS!

Air Conditioning & Heat Pump (Split System)
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This four day training course is now being delivered in Adelaide! You will receive specialist training designed specifically for tradespeople in the installation of split system air conditioners and split system heat pumps.

Upon successful completion, participants receive the **Certificate II in Engineering** (**Air-Conditioning**) which then allows for application to ARC (Australian Refrigeration Council) for licensing.

For further information on prerequisites and course dates please contact The Gordon Short Courses on 03 5225 0680 or email shortcourses@gordontafe.edu.au

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## FREE TO READ ON THE PIA WEBSITE FOR MEMBERS

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Another reason for being a member of the PIA

## Gas Plumbing Condensing Hot Water Systems



Gas fuelled Condensing Hot Water Services (GCHWS) are rapidly making their presence felt in the Australian hot water market. The PIA is aware of two manufacturers now having GCHWS on the market.

We are informed that manufacturing of these units has risen dramatically overseas and they are also likely to become the dominant gas HWS on the market in Australia within two years.

Apart from the low green house emissions these units achieve. The

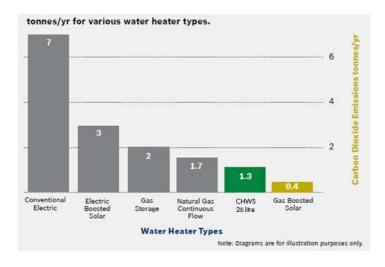
primary driver for sales is the rising cost of electricity and gas. Consumers can limit these price increases by purchasing more efficient devices.

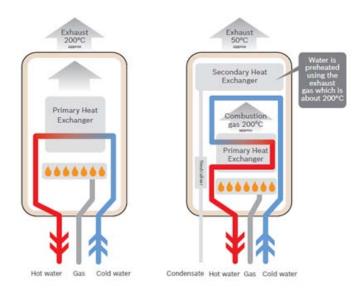
The PIA has tried to obtain a cost comparison between an Electric Hot Water Service (EHWS) and a GCHWS but they are too new on the market for data to be available yet.

Anecdotally, the manufacturers and gas suppliers believe that they are cheaper to operate than a EHWS. As electricity prices continue to increase at a faster rate than gas prices they will be a much more economical option than a EHWS even using LPG. It is certainly a cheaper option than other current alternatives.

#### So how does it work?

Unlike traditional hot water systems, a condensing unit captures "hidden" energy that would usually be expelled through the flue. The system uses a secondary heat exchanger to capture the additional energy from the flue gases.



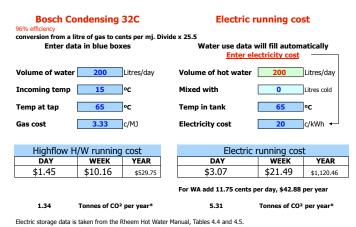


Flue gas temperatures are reduced from 200°C to 50°C. These units enable incoming cold water to be pre-heated before it reaches the main heat exchanger, reducing the amount of gas required to actually heat the water. In short, it has a double heat exchanger.

#### **Efficiency**

The manufacturers claim an efficiency of between 93% and 95%. This is about as efficient as you can get, otherwise the combustion gases would fall back down the flue. Ratings don't currently go as high as seven stars but the manufacturers are claiming seven or nearly a seven star rating.

They are an easy installation compared to solar hot water system, independent of weather conditions (unlike solar or heat pump), compact in design, can be used with Natural Gas or LPG, less CO2 emissions than electric boosted solar system, approx. 15% more energy efficient than standard continuous flow hot water system. It's the equivalent of taking  $1^{1/2}$  cars off the road for a year in green house gas emissions compared to EHWS.



## Condensing Hot Water Systems

#### **Domestic Units**

Both Bosch and Rinnai have 26 litre units available and Rinnai also has a 32 litre unit. For example the Rinnai INFINITY 26 Enviro delivers 26 litres while only using the same amount of gas that a 22 litre unit would use. Therefore 4 litres of the hot water is effectively free as 15% less gas is used. For example the Rinnai INFINITY 26 Enviro delivers 26 litres while only using the same amount of gas that a 22 litre unit would use. Therefore 4 litres of the hot water is effectively free as 15% less gas is used. This saving is due to the condensing technology.





#### **Commercial Units**

Bosch have a commercial unit on the market with a heavy duty copper heat exchanger, commercial-grade throughout, 100% components stainless steel corrosion-resistant secondary heat exchanger to optimise energy efficiency, utilises an In-built neutraliser to render condensate neutral for safe release, can be installed as a single unit and manifolded, or in combination with a storage tank.

#### **Hvdronic Heating**

Bosch also have Condensing 5000W hydronic heating boilers which are 91% energy efficient saving approximately 9% in energy compared to standard hydronic heating boilers



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## Financial Advice

Changes to superannuation over the next seven years are designed to help protect and grow the savings of Australians. There are a few small steps you can take now that could mean a better lifestyle in retirement. Making sure your super fund has your Tax File Number (TFN) will make it easier to keep track of and transfer your super, and find any lost super the ATO holds on your behalf. For example, under the reforms, a 30 year old plumber worker earning \$65,000 today can expect an extra \$108,000 in super savings at retirement.

#### 1. Low income super contribution

If you're an apprentice or worker earning up to \$37,000 you can benefit from the low income super contribution of up to \$500 per year to help give your super an extra boost from 1 July 2012.

The boost will help apprentices and part time workers make the most of their super savings by effectively ensuring no tax is paid on contributions paid into their fund. If you are eligible, you won't have to do anything to receive the boost, the ATO will work out your eligibility for you and pay it to your fund - but you can help by ensuring your super fund has your TFN.

#### 2. SuperSeeker enhancements

Improvements to the online tool, SuperSeeker allows you to see details of any super accounts into which you have contributed in the last two financial years, as well as any lost super reported to the ATO and super that the ATO holds on your behalf. You can also now use SuperSeeker to request a transfer of funds between accounts with one online form, making super easier to manage.

There are around 3.6 million lost super accounts in Australia with an average value of \$4,800 per super account, so it's worth going

online to check you have all of the super you are entitled to.

SuperSeeker can help people to not only find lost super but consolidate inactive accounts to save on fees and charges.

#### 3. Tax file number (TFN) – key to super

One of the best ways plumbing industry workers can avoid having lost super is to make sure your super fund has your TFN. Changes have been made to the use of TFNs by super funds, making it easier to keep track of and transfer super and to find any lost super or super the ATO holds on your behalf. To take full advantage of these changes you should check you have provided your TFN to your super fund, which is indicated on your super fund member statement. Another way you can avoid lost super is by making sure you provide your TFN to your employer when you start a new job.

#### Other reforms to help you grow your super:

- From 1 July 2013 the super guarantee rate will gradually increase from 9 per cent to 12 per cent over the next seven years, boosting the super savings of Australian workers by around \$500 billion by 2035
- From 1 July 2013 the upper age limit for compulsory super will be removed, so no matter how old you are, if you are working you can still grow your super
- From 1 July 2013 a simple, low-cost default super product called MySuper will be introduced, ensuring you don't pay extra fees for services you don't need

Other information is also available from:

- The ATO website at www.ato.gov.au/yoursuper
- The MoneySmart website at www.moneysmart.gov.au

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## Financial Advice Cont...

Take a Holiday

You can go and sit on a beach if your price is not acceptable to a customer or you can drop your rates to the point that you are put on an emotional rack as you try to keep your business afloat as you slowly go broke before you get to sit on a beach. This year has seen a few members decide to retire a little early because work had slowed so much, some shut their doors because they could not win work at a rate that could be justified and some have been forced into administration and even bankruptcy.

The most recent headline grabbing failure is a civil contractor of many years standing, Adciv. The administrators in the press reported the failure was largely due to the company cutting its profit margin to 3%, which was unsustainable.

We keep on and will continue to urge members to come and do the Build a Better Business course and Michelle McLean from Wayne McLean Plumbing has written an article in this issue, urging anyone in business to do the course.

In staying in business it is critical that you have:

- · Very precise knowledge of your operating costs
- · Discipline in controlling your spending
- Quoting needs to be undertaken with great thoroughness and precision
- You need to make sure your suppliers are providing you with the best possible pricing

Make sure you understand the contract you are signing. The PIA is alarmed at the number of plumbers signing contracts which expose them to serious financial exposure and even punitive damage clauses. You need to control the work to ensure it is done with minimal errors ie "the least possible number of stuff ups."

If there are stuff ups make sure they are not yours and that if they impact on you that you obtain a variation in writing.







If you are a plumber you have invested four years of your life on relatively low wages to learn a licensed trade. In fact plumbing is one of the few trades where there is a requirement for evidence the work was done by a licensed person.

Plumbing Contractor Licences require about two years further study part time while you continue to work full time, a demanding load particularly if you are married and it is a huge burden if you have children.

When a contractor signs a Certificate of Compliance (COC) he is certifying the work has been completed by an employee or himself to the Plumbing Code of Australia. If he has not then he may be required to rectify the work. Falsifying a COC or failing to carry out work to the PCA will also void all insurances.

Theoretically ongoing deliberate breaches could result in a loss of licence and the right to earn a living from a trade that has taken many years to learn. The PIA recognises that the enforcement of the licence has been inadequate.

A combination of lack of resources and a preference by government to not wield a big stick has led to a significant increase in unlicensed persons undertaking plumbing and some plumbers taking short cuts that do nothing for the reputation of our industry.

A number of matters from across the state have been brought to the attention of the PIA in recent months. The members who have raised the matters are frustrated at work being taken from plumbers by people who are not licensed.

The list seems to be growing weekly and it has been a source of frustration that Consumer & Business Services has taken so long to commence investigations, which are now finally underway. An issue of major concern is that members and non members have been signing COC's on behalf of people who don't hold a plumber's or gas fitter's licence.

This has not just been once but repeatedly. We have a plumber in a country town who has changed career paths and his apprentice has returned to his home town and now the plumbers is signing his COC's for work done 300km from where he lives.

We have an apprentice advertising cash plumbing jobs on Gumtree.



## Valuing Your Investment Cont...



A builder who has been doing bathroom renovations for 30 years is now using his son in law to do the plumbing but he only holds a worker's licence.

We have non plumber's picking up multiple electric hot water units to install in areas where they are not supposed to be installed. We have even had staff, at a major hardware chain advertising fixed price hot water service installation, advising customers to get an electric hot water installed by any plumber.

We seem to have reached a point that if the difference between winning a job means shaving a dollar here or there then people will do it. If it means not bothering with such niceties as having a licence means saving a dollar, then just do it.

Why are plumbers then signing COC's for these people? They are literally taking work from themselves and you! If a licence means so little to plumbers, then perhaps the PIA should be lobbying for a complete deregulation of the whole industry?

We actually believe the opposite. We believe it is time plumbers said to these people.

"I worked hard to become a plumber. If you want to have a plumbing business, go and do an apprenticeship. I will not put my name and reputation on the line by signing COC's for you. Furthermore by signing a COC for you I become responsible for your work and asking me to do that is



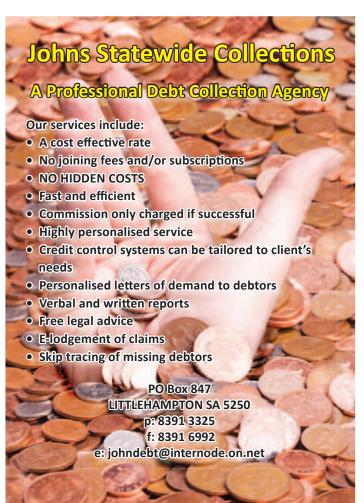
unbelievable. I don't like dobbing but if you are going to continue to do work for which you are not licensed, I will be advising Consumer & Business Services or the PIA to report on my behalf that you need to be stopped!"

We know that is easier said than done in country towns where everyone knows everyone's business and the local farmer will turn his hand to most trades to save a dollar but ultimately even if there were 100 inspectors in the state they will still need unlicensed work to be reported to them.

The PIA will continue to defend the licence to the best of our ability but it can only do so with your help.

We thank those members who have reported the significant number of licensing breaches to the PIA and requested we pursue them with Consumer & Business Services.

For the minority who are signing COC's for others we ask, why? What value do these plumber put on their investment in obtaining a licence after years of study?



## Comply or Take Your Chances

## The Consequences of Carrying out Building Work without the Appropriate Licences

#### Why Must I be Licenced?

In December 2011, an Adelaide "Plumber & Gas Fitter" was convicted of three counts of breaching the Plumbers, Gas Fitters and Electricians Act 1995 (PGE Act) and was ordered by the Court to pay over \$30,000.00 in fines, fees and compensation.

He was convicted of carrying on business as a Plumbing Contractor without a licence and of carrying on business as a Gas Fitting Contractor without a licence contrary to the Act.

This is not unusual in the industry. Many contractors naively think that it is acceptable to take on a major project which includes gas fitting work and when the installation is complete, the contractor then engages licensed gas fitters to inspect and certify the installation for a fee.

This practice is unlicensed gas fitting and it is illegal. The Office of Consumer and Business Services (CBS) will take appropriate legal action against licensed gas fitters who knowingly engage in this practice.

Be aware, if you certify work that you did not install, you risk incurring significant legal liability by wilfully accepting responsibility for all aspects of that work.

Importantly, if you certify work that you know was installed by an unlicensed person you could be called upon by the CBS to show cause why your own licence should not be revoked.

Only licensed installers can perform gas fitting work. If you are approached to certify new work done by someone else, you should refuse to do so and provide the CBS with details to allow them to investigate all instances of all unlicensed gas fitting.

The protection that is offered by the PGE Act and Regulations to any person undertaking gas fitting work is strictly limited to those who comply with the requirements.

Failure to comply is a prelude to disaster.

#### What about Insurance

Engaging in illegal gas fitting has the potential to void your insurance cover. If you lose your insurance cover you will be putting your personal assets, your house and your business on the line.

Whilst illegal activity may seem innocent at the time, it can come back to bite you when you least expect it.

One area to avoid is that of indemnities. For example, some equipment suppliers are asking installers to sign an indemnity, which effectively amounts to you signing a blank cheque in favour of the supplier, should an accident occur.

Worse still, your insurer will not cover you for that blank cheque. Do not ever sign an indemnity without taking proper legal advice.

#### Be Licensed or Lose it All

Section 6 of the Building Work Contractors Act states that:

"A person required by this Act to be licensed as a building work contractor is not entitled to any fee, other consideration or compensation under or in relation to a contract with another on whose behalf the person performed work as a building work contractor unless the person was authorised to perform the work under a licence."

In certain circumstances the actual expenses for supply of materials or labour may be recoverable but items such as profit and your own labour won't be recoverable.

Importantly you will have committed an offence under section 6(1) of the BWC Act and may be penalised.

Before commencing any building work you should carefully review the scope of work under the proposed construction contract to ensure that you hold the appropriate licence.

Seek legal advice if there is any concern as to whether a currently held licence captures the scope of works under the contract. Failure to do so may result in no payment.

## **Cathy Mayfield**Partner

Lynch Meyer Lawyers

T > 8236 7654

E > cmayfield@lynchmeyer.com.au





## Storing gas cylinders in vehicles

NT Work Safe has provided advice about how to manage the risk of explosion from leaking portable flammable gas cylinders inside work vehicles.

A 24-year old tradesman died after his work vehicle exploded in the suburb of Parap in December 2011. Preliminary findings from the NT WorkSafe investigation show the most probable cause of the explosion was gas from leaking portable gas cylinders igniting inside the vehicle. The fatality occurred four days after a similar incident in Melbourne where a 25-year old tradesman died. There have been other reported cases of explosions and in many cases, the ignition source was the vehicle's electrical system.

Flammable gas cylinders include those containing oxygen, acetylene, liquefied petroleum gas and propane or butane throwaway-style cylinders. These incidents could have also killed or seriously injured members of the public.

#### **Action required**

Gas cylinders should be stored and transported in vehicles with cargo areas open to the air, and not stored inside closed type vehicles. When storing or transporting fuel gas cylinders, ensure:

- main cylinder valves are tightly closed
- there is no leakage from the main valve area (eg using a gas detector or soapy water test)
- cylinders are secured in an upright position to prevent them tipping or falling over
- cylinders cannot be struck by other objects (eg loose tools and materials)
- cylinders are always removed from the vehicle before the gas is used
- at least one 10B dry-powder fire extinguisher is fitted in the driver's cabin.



Above: Remains of the Toyota Hiace Van which exploded in Parap.

#### Open-type vehicles

Open-type vehicles have cargo areas open to the air with unrestricted ventilation. The cargo areas of some open-type vehicles with sides (eg utility vehicles) can potentially retain escaped gas.

This is due to escaped gas flowing to and accumulating in low, enclosed and poorly ventilated areas. If you are not sure if your cargo area may allow gas to accumulate, assume it can until a competent person determines otherwise.

The cargo area should be assessed by a competent person for its potential to retain gas, and to identify the likely areas where gas could accumulate. Consider installing vents in these areas.

### **Closed-type vehicles**

Closed-type vehicles are vans, utilities and other vehicles that have cargo areas with restricted natural air movement and ventilation.

This includes vehicles where gas cylinders are stored under canopies, inside service bodies or toolboxes, and vehicles where cylinders are covered by tarps or tonneau covers.

### 3 May 2012

If you cannot avoid using a closed-type vehicle, it should be fitted with a separate gas storage cabinet (see Figure 1) that is vapour-tight from the rest of the vehicle.



Above: Figure 1

Above: Figure 2

The gas cabinet must be secured to the vehicle and be big enough to store all cylinders carried in the vehicle, including empty cylinders.

It must be designed to ensure gas from leaking cylinders cannot accumulate inside the cabinet but is vented to the atmosphere outside the vehicle (see Figure 2). The cabinet door must be securely sealed whenever cylinders are stored in the cabinet.

#### The cabinet must have:

- one or more permanent vents or drains positioned at the bottom of the cabinet (either floor or side), with an internal diameter of at least 25mm
- vents located so they cannot be blocked when the cylinders are in the cabinet
- a way of securing cylinders in an upright and stable position (eg straps)
- a visible flammable gas label on the outside
- regular inspections and maintenance of door seals and vents. Gas cabinets must also be installed and maintained in accordance with the manufacturers' instructions. Gas cabinets are available from plumbing wholesalers, gas suppliers and safety equipment suppliers.

#### **Information and training**

Ensure workers are informed and trained in procedures for:

- · checking and testing for leaking cylinders
- · securing cylinders and sealing gas cabinets
- regularly checking cabinet seals and vents
- dealing with damage to the gas cabinet, gas leaks or explosion.

For further information contact NT Worksafe

Call: 1800 019 115

Email: ntworksafe@nt.gov.au

For more information on workplace health and safety,

go to NT WorkSafe's website:

www.worksafe.nt.gov.au



## SAFE WORK

## **WHS Approved Codes of Practice**

Work is progressing on the National Codes of Practice in support of the harmonised Work Health Safety legislation still before parliament. A few sticking points remain to be resolved and no official date for the legislation can be announced until it is passed but you may wish to begin familiarising yourself with the Codes of Practice. Do not attempt to implement any part of the new legislative requirements until the law is proclaimed.

Purchasers of BusinessMate will automatically be upgraded to meet the legislative requirements at the appropriate time. Safe Work Australia develops the model Codes of Practice as part of the package of harmonised work health and safety laws. Model Codes of Practice are based on jurisdictional codes in place at the time of development and are informed by public comment. Submissions from public comment on draft model Codes of Practice are available to view.

To have legal effect in a jurisdiction a model Code of Practice must be approved as a code of practice in that jurisdiction. Once the legislation is passed and the Codes of practice adopted, SafeworkSA and the PIA will ensure members are notified of the phase in period.

Codes of practice are practical guides to achieving the standards of health, safety and welfare required under the Work Health and Safety (WHS) Act and the WHS Regulations in a jurisdiction. An approved code of practice will apply to anyone who has a duty of care in the circumstances described in the code.

In most cases, following an approved code of practice would achieve compliance with the health and safety duties in the WHS Act in that jurisdiction, in relation to the subject matter of the code. Like regulations, codes of practice deal with particular issues and do not cover all hazards or risks which may arise.

The health and safety duties require duty holders to consider all risks associated with work, not only those for which regulations and codes of practice exist.

Under a WHS Act in a jurisdiction, approved codes of practice are admissible in court proceedings. Courts may regard an approved code of practice as evidence of what is known about a hazard, risk or control and may rely on the code in determining what is reasonably practicable in the circumstances to which the code relates.

The following Codes of Practice have been finalised:

- 1. How to Manage Work Health and Safety Risks
- 2. Hazardous Manual Tasks
- 3. Managing the Risk of Falls at Workplaces
- 4. Labelling of Workplace Hazardous Chemicals

- 5. Preparation of Safety Data Sheets for Hazardous Chemical
- 6. Confined Spaces
- 7. Managing Noise and Preventing Hearing Loss at Work
- 8. Managing the Work Environment and Facilities
- 9. Work Health and Safety Consultation Cooperation and Coordination
- 10. How to Safely Remove Asbestos
- 11. How to Manage and Control Asbestos in the Workplace
- 12. First Aid in the Workplace
- 13. Construction Work
- 14. Preventing Falls in Housing Construction
- 15. Managing Risks of Plant in the Workplace
- 16. Managing Risks of Hazardous Chemicals in the Workplace
- 17. Safe design of structures
- 18. Managing electrical risks at the workplace
- 19. Demolition work

The following model codes of practice have been approved by Safe Work Australia Members and the Ministerial Council and are currently in the final stages of editing and design. The final versions will be made available shortly:

- 20. Excavation work
- 21. Spray painting and powder coating
- 22. Abrasive blasting
- 23. Welding processes

## Preventing and Managing Fatigue in the Workplace and Responding to Workplace Bullying draft Codes of Practice

The Preventing and Managing Fatigue in the Workplace and Preventing and Responding to Workplace Bullying draft model Codes of Practice are currently being revised based on public comment.

They are expected to be finalised in the second half of 2012. All of these Codes of Practice can be viewed at www.safeworkaustralia.gov.au.



## Supervision of apprentices and detection of underground services

Supervising plumbers and employers need to be aware of an incident in Western Australia with regard to the importance of providing direct supervision to apprentices and the identification of underground services.

#### **Background**

In February, a plumbing apprentice was working in a trench to connect a building's fire fighting system to the mains supply. An 11,000 volt underground electrical main was uncovered in the trench, restricting the connection to the mains supply valve.

The apprentice drilled into the 11,000 volt main via a hand held drill and a tech screw. He sustained flash burns to his left arm and left leg.

The investigation by Safework in WA identified the following as contributing factors to the incident

- Lack of supervision
- · Unidentified services

Safework WA recommended that:

- 1. Young inexperienced workers require:
  - Planned induction into the workforce:
  - · Careful instruction and training; and
  - Direct supervision.

- 2. Consultation and planning of the proposed work must occur with all people involved with the work.
- 3. The location of underground services must be established, and an accurate diagrammatic representation (plan) of the services must be made available at the workplace before work commences.

The company has exposed itself to the risk of very significant fines for failing to provide safe systems of work and adequate training and supervision.



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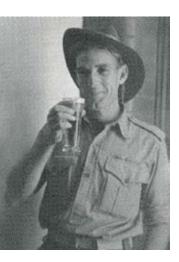
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## Jack Holder

## Plumbing Industry LEGENDS



### **Order of Australia**

Jack Holder's life's work has been to serve others. In World War II he lost a lung and part of his stomach in a scuba diving exercise in Sydney.

Now he is on the board of the Totally and Permanently Incapacitated Ex-Servicemen and Women's Association to help support people like himself. It was his eldest son Garry who inspired him to help others.

"My son was blind and a quadraplegic and we looked after him all his life until he went into independent living four years ago," Mr Holder, says.

Garry was confined to a wheelchair after a tumour on the base of his skull caused him to have three strokes before he was 10. He passed away last year.

Since the 1970s, Mr Holder's life has been dedicated to ensuring those living with a disability can lead full lives, as his son did.

"I was on the board of management of Disability Housing," the Seaford resident says, "everything I did then was voluntary."

The group builds about 20 houses a year so those with a disability can live mdependently.

Mr Holder's tireless work with the disabled and his contribution to the plumbing industry has this week been honoured with an Order of Australia Medal in the Queen's Birthday Honours.

"I was thrilled when I heard," he says. "They just got to me in time a few more years and I might not have been here."

Mr Holder is a former councillor on the Old Noarlunga Council before health issues forced him to retire from the post. He also has a reserve in Port Noarlunga South named after him for his contribution to the local community.

For now, he is concentrating on teaching his grandsons.

"My grandsons are about 6'6" so I'll have to teach them to bow, now I've been awarded a medal," he says.

Messenger Press 5 June 2012

## Too Busy? Too busy Living!

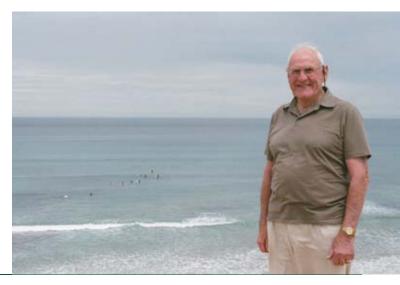
We have reprinted our article about Jack Holder from the 2006 January – February issue of Plumbing SA in recognition of being awarded the Order of Australia to Jack in the 2012 Queen's Birthday Honour's List.

Jack is a very worthy recipient for his contribution over many years to the plumbing industry and for his ongoing community work. Jack will be a special guest of honour at this year's Plumbing Industry Gala Awards Dinner and we invite all members to come along on Saturday 20<sup>th</sup> October to help us celebrate Jack's award and salute his contribution to the industry.

There's no doubt that we live in a more complex world today and that we all feel the pressure of time but when you look at Jack's packed life you have to wonder if we're just making excuses. Born in June 1924, Jack was the youngest of five children. Jack attended East Adelaide Primary School before moving on to Norwood Central School, later called Norwood Technical High School and now Marryatville High School.

On leaving school, Jack worked for a while at G&R Wills as a messenger, then Turner's Bakery which allowed him to finish early to pursue his passion for cycling. During this period Jack was a successful cyclist winning the State Junior Track Cycle Championship and was runner up in the Australian Junior Professional Road Championship.

Finally deciding to become a plumber, Jack began as an improver before interrupting his apprenticeship and sporting pursuits by joining the army under age in January 1942. During his military service, Jack was posted to the North Australia Observer Unit oddly nicknamed the Nackeroos. The Nackeroos were in fact a special unit whose mission was to patrol the Northern coastline to intercept the Japanese invasion force. These postings obviously didn't fulfil his sense of adventure, so young Jack got himself posted to Bougainville



## Plumbing Industry LEGENDS



for about six months and New Guinea for about a year and a half. At the completion of the war, it took the army until May 1946 to discharge Jack after which he finished his apprenticeship and became a fully fledged plumber. In 1952, he started his own business as a master plumber and general builder. Jack married Pauline in February 1947 and they have one son Garry and three daughters, Lorraine, Julie and Raelene. Garry has been a quadriplegic since the age of 10 years.

Despite his disability, Garry ran Coast Guard Seaford seven days a week until moving into a new supportive care unit in 2005 after being cared for at home by Pauline and Jack for over forty years.

Jack has been a long time servant of the plumbing industry including being president of the South Australian Master Plumbers Association, Master Plumbers Federation of Australia, Institute of Plumbing Australia and the South Australian Building Industry Specialist Contractor Association.

When asked why he joined the Master Plumber's Association, Jack commented that the relationships and friendships he formed helped him succeed in business and that he always got more back than he put in. There are still many who feel this way but we certainly would benefit if this view was more widely held.

It would take a book to write about Jack's involvement and commitment to plumbing but as well as all of these commitments like the Demtel adverts, .... but wait, there's more.... throughout his working life, Jack has been involved with the community in a number of ways and in various capacities.

Jack served as a Councillor in the Noarlunga Council for six years, involving himself with the Seaford Trust Fund, building Homes for disabled persons, Independent Living for Mentally Handicapped and the McLaren Vale Hospital Board.

Upon retiring from council, he continued with his work in the community, particularly with the handicapped. In appreciation of the service to his community, Jack has a council reserve named in his honour, 'The Jack Holder Reserve'.

In 1991, Jack was recognised by the Department of Veteran Affairs as a TPI. Over the past fourteen years he has served his fellow comrades by being active in the association.

Do you remember the political party "Grey Power"? Yes, you guessed it! Jack was a co-founder, president and contested two federal and state elections. Not only did he dabble in politics, he is an accomplished author and poet. During all this time, Pauline, Jack's wife of 58 years, remained at his side, dishing out encouragement and support.

This article does no justice to a man like Jack Holder. Jack's autobiography was published in late 2005 and is a good read. Jack has kindly donated a copy to the PIA and a copy is available for loan to members.



## JB'S SOAP BOX



In the last issue I raised the issue of the future of plumbing merchants based on observations as to what has happened in the United States. Imagine my surprise when the PIA sent me a copy of the Plumber's Union Journal they had received, writing about the very same topic. In Victoria they already have ten Masters stores operating and the fight for market share with

Bunnings is on. Metcash also recently announced that it is taking direct control of Mitre Ten as it tries to also grab its market share.

Maybe my prediction might be a lot closer than I suggested. It also reminded me that a few years ago, the PIA flagged the emergence of national plumbing companies and that in order to survive plumbing companies operating at the Tier 1 builder level, were going to have to become national businesses to play in the same sandpit.

The recession we seem to be having is already seeing a shake out of all types of businesses, including builders and sub contractors. But there is another phenomenon I am beginning to see. That change is a split in plumbing. On the one hand there is a dumbing down of many skills. Plumbers today would not remember lead wiping, nor would many have much experience of earthenware drains. We've gone from galvanised pipe to copper and on to polyethylene. Many of these materials have crimped fittings.

Copper and even stainless steel have pre press fittings. Skills such as soldering and welding may well disappear. All these fittings are making it easier for the DIY plumber and it is resulting in an apparent reduction in the trade skills required to be a plumber. On the other hand, the technology

and complex systems required in meeting water quality and environmental waste requirements are demanding better educated and technically savvy people to become plumbers. The article in the last magazine on Dissolved Air Flotation (DAF) plants is just one example.

Reverse osmosis plant, solar, knowledge of environmental chemistry, computerised diagnostics and monitoring of systems are all demanding increasingly sophisticated trades skills. Yet the public and even political perceptions are that plumbing is a low skilled trade. Certain interests within the property development sector and government want to see trades broken up to bring down costs. What seems to be forgotten is good plumbing, good regulations that are enforced and a committed skilled work force are needed to ensure public health is maintained.

The recent tragic death of a nursing home resident from Legionella contracted from the nursing home's warm water system shows how taking your eye off the ball can so easily end in tragedy. How many deaths from Legionella will need to occur before the government insists on mandatory Certificate IV in servicing water systems and Thermostatic Mixing Valves?

#### **Editor's Note:**

This article was published in the Advertiser on Friday 10th August . The Chief Operating officer, Melinda Smith is quoted as saying. ".... Masters differentiated itself by offering customers additional home improvement items, pitching itself against the likes of Reece, Harvey Norman, Tradelink and IKEA." Whilst Masters is focusing on retail at this stage, how long before they or Bunnings seek all of the plumbing pie?









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### **IFO Sensor Urinal**

The IFO Sensor Urinal is a porcelain urinal with a hygienic sensor flush integrated into the porcelain as a flushing mechanism with no in wall requirements.

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## In Brief DPTI/DTEI

It is apparent that there is inconsistency in the way the Department of Planning, Transport and Infrastructure (DPTI) formerly known as the Department of Transport, Energy and Infrastructure (DTEI) pays its maintenance contractors compared with its published rates for construction work.

The more we examine the issue, the messier it looks. It is a strategy obviously aimed at driving down the cost to government as much as possible.

In doing so it appears to work against the obligations of contractors to government eg, paying award rates, meeting WHS standards, insurance and legal standards.

The PIA will be preparing a case to put to the Minister, Hon Pat Conlon to see if we can persuade the government to introduce a more equitable system that will not drive contractors out of business.





#### GPS may get you there

GPS units are valuable tools to help guide you to an unfamiliar location but the owner of this car in America was very lucky not to be in it when the battery in the unit exploded from the interior heat of the vehicle, after it was left on the dashboard, on a hot summer's day. A reminder with the warmer months around the corner that theft is one thing, writing off your car is another.

#### **Sewer Vent Pipes**

The PIA has been alerted to a problem being created by photo voltaic installers who are cutting off the sewer vent pipe on the roof to clear it as an obstruction and to prevent shadowing of the cells.

The standard calls for the vent to be 150mm above the roof. This is a breach of the plumbing code and they may be required to pay for its re-installation.

There is also potential for the odours to be pushed back down into the house which will not enamour them with their clients.

If you see examples of this please advise SA Water or the PIA who will pass them on to SA Water.

## Payroll Tax - South Australian Building Industry Redundancy Scheme Trust

RevenueSA has confirmed the South Australian Building Industry Scheme Trust's (BIRST) legal advice that contributions made to BIRST being an approved worker entitlement fund, are not subject to payroll tax, as long as the payment does not constitute a fringe benefit under the FBTA tax Act.





"Businessmate has delivered a 'one-stop-shop' to manage many aspects of our company – assets, people, safety and so much more. The system is continually being improved with no wait for the next software release!

Giving this quote was quite hard because there is so much I like about Businessmate!"

Jackie MacLean Gold Medal Services Darwin NT



## Training

## Build a Better Business - for yourself

On the 2nd of June we had the opportunity to do Philip Arnfield's, Build a Better Business course the PIA has engaged Philip to deliver.

We had been wanting to do it a few months earlier but because it has previously only been held over four weeknights it has been difficult for us being in the country to make the 5-6 hour round trip plus attend the course. This time it was a full day.

We had to admit we didn't know quite what we going to learn but thought that in the current climate what did we have to lose.....boy did we learn a thing or two!

Phillip's no nonsense common sense approach was just inspiring. We could not believe how different we felt after just 7-8 hours with him. It was great to hear from the other participants too who have similar experiences to us.

Sharing experiences with other participants is also a way of understanding that the majority of plumbers are not your competition and that shared experiences like this one not only help you build a better business but make you appreciate that we should be working together more closely, through organisations like the PIA, for the betterment of our industry and our businesses.

It would have to be the best investment we have ever made for our business and ourselves.

We don't just highly recommend this course we think every plumbing business should do it, no matter how long you've been operating.

Thank you Phillip Arnfield and the PIA from a grateful Wayne McLean Plumbing Services.







## Fast-track' on construction applauded as an economic lifeline

The PIA has welcomed the State Government's announcement that it will provide intensive case management to fast-track major construction projects as a lifeline for the struggling construction industry.

The PIA was a supporter of the Property Council's campaign to raise the awareness of the State Government to the pain the construction industry has been suffering with the winding down of the Federal Government's Building the Education Revolution (BER) projects.

The Premier announced on Monday 6th August an initiative to 'fast-track' shovel-ready construction projects currently seeking approval that were valued at more than \$20 million.

Projects meeting this criteria, will receive a case manager to expedite remaining approvals.

The Premier indicated that investment in major infrastructure – including the Riverbank Project, Adelaide Oval and the new Royal Adelaide Hospital – was more important than retaining the state's Triple A credit rating.

Combined with the stimulatory effects of the City Development Plan which will allow increased building heights, changes to stamp duty for inner-city apartments and the extension of the First Homeowners Bonus Grant, it's clear that the Government recognises the size of the sector's contribution and the importance of its success to the state's economic health.

SA Property Council Division Executive Director Nathan Paine said the State Government had heeded the positive lessons of the Federal Government's successful economic intervention at the start of the Global Financial Crisis through the BER.

"While the property and construction industry is doing it tough right now, it could have been far worse if tens of thousands of workers ended up jobless after the GFC hit," Mr Paine said.

The federal stimulus supported employment in construction which in turn kept consumption-based parts of the economy turning over; the State Government's announcement today should help in a similar way.

More big projects underway means people in work and more money flowing through the economy.

That in turn means a greater likelihood of further private sector investment.

"It means we can keep manufacturing for local sale and export. It means we have money to spend in restaurants, pubs and clubs.



It means we can still do that home renovation and keep our local plumbers, brickies, sparkies and chippies in work.

This approach to stimulus is smart in current economic times as it simply brings forward investment that was going to happen anyway, which means a neutral cumulative effect on the budget position in the longer term.

It also means that economically-critical infrastructure is delivered sooner, and the revitalised economy can start returning tax dollars to government coffers sooner.

Combined with the other stimulatory policies the Government has enacted in recent months we're now far better positioned to recover from this downturn.

The property sector – including building and construction – is a massive employer, generating one in ten South Australian jobs.

The Government has heeded this message from the Property on Track Coalition of which the PIA was a member, and it's clearly the reason the Government targeted the sector for stimulus.

It's the right call at this time, and we commend the Government's bravery in putting economic stimulus and infrastructure investment first and foremost.

Government projects are currently the backbone of work underway and it is the private development that needs to fire up again.

It's not easy to know what projects will actually start in the next 12 months but in the mix there will or are likely to be, the terminal extension at Adelaide Airport, The Hines Group's Ibis Hotel on Grenfell Street, at least two multi storey apartment developments in the CBD, ongoing construction for all three universities, including a \$100m research centre for Flinders University at Tonsley Park, numerous new nursing homes.

Also planned are nine more Masters stores and an unknown number of Woolworths supermarkets, Dan Murphy's and other Woolworths branded businesses co-loated with some of the Masters' stores. Dare we hope the yet again, re-announced North Adelaide, Le Cornu site project might actually happen?

Whatever happens, continued negativity about an economy that is fundamentally sound is the biggest inhibitor to ending the current situation. Consumers need to regain their confidence and the economy will move forward.









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