

Plumbing SA



The Plumbing Industry Association of South Australia Inc.

May/June 2014



- Blocked Connections - Why You May Not Be Getting Paid
- Westside Plumbing - Blending Old and New
- Editorial - Why Businesses Need To Be Compliant



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Editorial

Construction or Deconstruction?

The Plumbing Industry is regarded as one of the most rewarding industries in the construction sector, it is a licensed trade, provides opportunities for those who wish to pursue bigger and better challenges, and offers a level of diversity for those who wish to explore other career paths. Most people who have worked in the plumbing industry remain in the plumbing industry in some capacity.

There are many apprentices who complete their tenure and build up their skills to then start their own business and begin the next chapter of their plumbing journey.

The future is often bright and rewarding for the majority of those who enter the industry as an apprentice, but there is a negative side that is both disturbing and unacceptable in today's current environment. There are a number of plumbing businesses that continue down the line of non-compliance, let me repeat that NON-COMPLIANCE.

In today's highly regulated and compliant world, there are still "business operators" playing Russian roulette with apprentice lives, workers lives and the health and wellbeing of the community. A situation, which you would not think possible, given the number of government "big brother" agencies watching over business operations.

This article will raise concerns for the industry, and will expose a weakness in the system leading to apprentices being driven to heights of despair from the inadequacies of the apprenticeship system. To become a registered business in the plumbing industry, owners must comply with a number of Acts / Regulations;

- Work Health and Safety
- Fair Work Australia
- Work Cover
- Water Act
- Australian Standards
- Plus many more dependent on the level of contractual agreements.

Over the past 2 to 3 weeks, I have been contacted by a number of plumbing apprentices with serious work / employer related issues, the following list is an example encountered by one apprentice who will remain nameless but seems to involve nearly all the above mentioned Acts / Regulations;

- Working without any form of Work, Health and Safety processes and by that I mean working in trenches below the legal depth without any form of shoring. NO safety clothing, NO protective equipment, NO protection for working on a wet and slippery roof, NO wet weather gear whilst told to work in the pouring rain, working unsupervised, cutting concrete with a concrete cutter with NO ear protection / equipment and the list goes on

- Working long hours without being paid correctly
- Working with electrical tools that have exposed wires – no legitimate test and tag process (ie; obtaining forged tags)
- Working against medical advice
- Being told to install systems contrary to Australian Standards
- Exposed to bullying and harassment by the business owner,
- Operating equipment without any training
- And there is more!

Interestingly, the majority of these operators are non-members of the PIA and directly employ apprentices only, it begs the question, should it be mandatory for businesses to be members of an association? I am not advocating that they must be members of the PIA, there are options, but there seems to be a disconnect between businesses that are members of associations and those that aren't.

Another interesting point is that apprentices who are employed through group training schemes have regular contact with field officers and are more likely to be monitored more effectively. The PIA is also concerned with the mushroom theory that is if you operate in a sheltered environment (from compliance), you cannot be penalised.

The fact is "ignorance is no form of defence"

Whilst communicating with the various government agencies to ensure these operators are monitored / audited or assessed against their contractual obligations, some interesting information has been provided by Isabel Maurer, Director - Trainee and Apprenticeship Services. Department of Further Education Employment Science and Technology. In regards to obligations that a training contract places on an employer who employs an apprentice:

- (a) Employ and train the apprentice as agreed in the training plan and ensure the apprentice understands the choices that he/she has regarding their training
- (b) Provide the appropriate facilities and experienced people to facilitate the training and supervise the apprentice while at work, in accordance with the training plan.
- (c) Make sure the apprentice receives on-the-job training and assessment in accordance with the training plan
- (d) Provide work that is relevant and appropriate to the trade and also the achievement of the qualification
- (e) Release the apprentice from work and pay the appropriate wages to attend any training and assessment specified in the training plan
- (f) Meet all legal requirements regarding the apprentice, including but not limited to work health and safety requirements and

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Editorial Cont...

Construction or Deconstruction?

payment of wages and conditions under the relevant employment arrangements

(g) Work with the RTO (Registered Training Organisation) and the apprentice to make sure that the training plan is followed, training records are kept up to date and the apprentice progress is monitored

(h) Let Traineeship and Apprenticeship Services and the RTO know within 5 working days if the training contract is jeopardised.

The Training and Skills Commission Guidelines For Persons Who Supervise Apprentices / Trainees which outlines a supervisors responsibility to ensure that the apprentice / trainee has a safe and healthy workplace and is properly supervised and trained can be obtained by contacting the Trainee and Apprenticeship Services - Department of Further Education Employment Science and Technology (DFEEST)

Information Service on 1800 673 097.

I wish to thank Isabel Maurer for her assistance in supporting the PIA in working through these issues. I would also like to thank Safework SA, the OTR and Consumer Business Services for their investigations into the case.

The PIA will be making a concerted effort to ensure all plumbing apprentices are working in a safe and risk free environment and those employers who disobey their contractual arrangements or business ethos face the necessary consequences.

I appeal to all members of the PIA to act as industry advocates in assisting today's apprentices in completing their trade training appropriately and to advise the PIA on any cases that may be detrimental to the individual and the trade. In conclusion, the apprentice that this article was based upon is now reconsidering his immediate future in the plumbing industry – unfortunately he is not alone!



Andrew Clarke
Executive Officer



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Maintenance Plumbing

Plumber's Reimbursements for Blocked Connections

SA Water is closely monitoring Blocked Connection Claims for Reimbursement. Previously claims that should have been refused were slipping through the cracks...This is no longer the case. SA Water has clear terms under which they will make payment. The terms and conditions are on the back of the claim form. Do not waste your time making a claim that does not fall under these terms, they will simply not be paid. The Blocked Connection Reimbursement is not a right of plumbers and has been successfully negotiated by the PIA to benefit the industry and therefore the industry needs to be mindful of using it correctly.

What are the payment terms?

1. SA Water will reimburse plumbers for attending property owners/occupier's blocked drain calls. The plumber will only receive reimbursement if;

- The blockage is located in SA Water's Wastewater Connection Point (WWCP) or main, and/or
- Was unable after reasonable attempts to locate SA Water's WWCP to determine if the blockage was located in SA Water's WWCP or main (refer to clause 8).

If there is no evidence of a blockage in the WWCP, SA Water will not pay. Use the camera in your phone or tablet to photograph evidence that there is a blockage. If Allwater attend and find no evidence of a blockage, no payment will be made.

2. The plumber will need to call SA Water on 1300 883 121 if the WWCP cannot be located and report the possible wastewater blockage. The job call number allocated by SA Water will need to be recorded by the plumber, in order for any reimbursements to be paid. Crews from Allwater when called to sites to locate a connection have often scratched around and found it within a minute or two.

Do not expect to receive a reimbursement without making a genuine attempt to find it. After the connection point is located by Allwater, if it is not blocked then no reimbursement will be paid.

3. Plumbers must complete and forward the 'Plumbers Claim Reimbursement Application' to SA Water to be reimbursed. It must be signed by the customer, not the plumber on behalf of the customer.

4. Plumbers cannot be reimbursed by both the customer and SA Water for the same call out. The customer is liable for any difference between the plumber's standard charges and the reimbursement. SA Water rings customers to substantiate charges.

5. The claim must not exceed the current reimbursement payments. Please refer to the table on page 7.

6. Payment is made 30 days from date of invoice. Invoice date cannot pre-date completion of work.

7. Claims must be submitted to SA Water within 60 days of the work being performed. Claims received after 60 days will not be paid.

8. Claims for the location of SA Water's WWCP must meet the following criteria;

- a) The blockage was located in SA Water's WWCP or main;
- b) The WWCP was not located within a reasonable distance of the standard location for the WWCP in footpaths, which is approximately one metre from the side boundary and approximately 0.3m out from the front boundary;
- c) The WWCP casting was more than 75mm below the surface or under a paved surface;
- d) The plumber attended the property at a time when information on the location of the WWCP could not be obtained by calling SA Water 1300 884 037.

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If it has been determined that actions (a), (b), (c) and (d) have been met, this claim will be approved by SA Water. SA Water will not pay if the blockage is on the owner's side of the property so make sure where the blockage is before calling them.

Whilst not ideal if you can't locate the WCCP and you suspect the blockage is on the customer's side, come down the drain towards the WCCP. That way you can bill the customer for your time and if it is in the WCCP then SA Water will not charge the customer to clear it.

9. Plumbers conducting the work must be appropriately licensed.

10. Plumbers cannot be reimbursed by SA Water when additional plumbing work is conducted for the customer at the time of attendance for the wastewater blockage. For example if the customer asks you to change a tap washer when on site, the claim for the blocked connection will not be paid by SA Water.

11. Claims are not valid for plumbers conducting work at their own property.

12. Plumbers must notify SA Water on 1300 883 121 of the blockage/choke in the WWCP or main at the time of attendance at the customer's property. SA Water will confirm the time of attendance with the owner to substantiate after hours rates.

13. SA Water's policy requires the plumber to obtain the owner/occupiers signature on the reimbursement form to be eligible. Claims will not be paid without customer details and signature. The staff at the SA Water call centre are not plumbers. They will do their best to describe the location over the phone but where possible it is better to obtain the drawings. Be aware not all drawings are accurate. SA Water **in consultation** with the Plumbing Industry Association has developed the recommended plumber's claim reimbursement payments. These payments are reviewed annually and are increased in accordance with CPI.

Day	Time	Amount	GST	Total Reimbursement
Monday - Friday	7.00am - 4.30pm	\$82.76*	\$8.27	\$91.03
Monday - Friday	4.30pm - 7.00am	\$130.05	\$13.00	\$143.05
Saturday	Before 11.00am	\$130.05	\$13.00	\$143.05
Saturday	After 11.00am	\$172.60	\$17.26	\$189.86
Sunday, Public Holidays	All day	\$172.60	\$17.26	\$189.86

*These rates will automatically rise on 1st July 2014 with the annual CPI adjustment.

Members may find this table of water loss useful when advising customers just how expensive a water leak can be, that leak may not be as small as your customer thinks, see below to find out how big it really is and what it might be costing them!

Description	Litres per hour	Litres per year	Dollars per year
2 drops/second	1	9481	\$30.56
Drops breaking into a stream	4	31,010	\$100.16
2 mm stream	17	145,591	\$470.26
3 mm stream	38	335,333	\$1,083.12
5 mm stream	60	525,501	\$1,697.69

Leaking Toilets

Description	Litres per hour	Litres per year	Dollars per year
Slow leak, barely visible	0.6	4400	\$14.21
Leak visible in bowl, no noise	1.5	13,100	\$42.31
Visible leak, just audible	13	52,600	\$169.90
Visible leak, constant hissing sound	11	96,400	\$311.37

Description litres per minute	Flow Litres per hour	Kilolitres per year	Dollars per year
1	525600	525.6	\$1,697.69
5	2628000	2526	\$8,488.44
10	528000	5256	\$16,976.88
'5,	7884000	7684	\$25,465.32
20	10512000	10,512	\$33,053.76
50	26280000	26,280	\$84,684.40

Based on 2013/14 non residential price for drinking water

Legal Advice

Court Sanctions Robust Performance Management When Terminating Unsatisfactory Workers

Court sanctions robust performance management when terminating unsatisfactory workers *De Sousa v Department of Education, Employment and Workplace Relations* [2013] FWC 10155.

February 2014

The Fair Work Commission (FWC) recently upheld an employer's decision to dismiss an underperforming employee who suffered from non-work related physical and psychological ailments.

In coming to this decision, the FWC relied on the employer's significant evaluation and assessment systems and "well-resourced and documented" performance management process. Sparke Helmore acted for the employer in this matter.

Things to think about

- What systems do you have in place to help detect, address and correct underperformance?
- Will your performance management policies and procedures help to protect you against unfair dismissal?
- Do your rehabilitation and HR services accommodate underperforming workers?

Background to the decision

The applicant (employee) was involved in a non-work related car accident that caused him to sustain a range of physical and psychological injuries.

As a result, the employee's performance and concentration at work declined. This was made worse by his significant medication regimen.

Despite not being required to do so, the employer accommodated the employee, by allowing various modifications to his terms of employment for a period of 2.5 years.

The adjustments included reduced working hours, hourly breaks and changes to the employee's workstation and computer equipment.

After the accident, the employee underwent a number of individual performance and development assessments, for which he received an overall unsatisfactory rating.

In accordance with the employer's performance management policy, this triggered the commencement of a formal underperformance process. Despite genuine attempts to accommodate the employee, his performance remained unsatisfactory.

At the conclusion of the formal underperformance process, his employment was terminated with notice. The employee argued that, despite his condition, he was fit to work and sought reinstatement on a part-time basis.

He further argued that the employer failed to make reasonable enquiries as to the precise nature of the employee's medication regimen and how it would affect his working capacity.

The decision

The FWC found that:

- poor performance in the context of modified duties and the seemingly permanent requirement for those modifications created a valid reason for dismissal
- the employee was provided with the reasons for dismissal and the documentation in this respect was "impressive", and
- the administrative action surrounding the performance review and termination was not unfair. The employer had no duty of rehabilitation in the circumstances. However, the employer's genuine attempt to accommodate and rehabilitate the employee afforded him a "substantial material benefit".

Lessons for employers

Employee files: Keep accurate and detailed notes of all performance management procedures, discussions and disciplinary procedures.

Keep employees in the loop: Where possible, consult with employees about performance management and give reasonable notice of any issues with their employment.

Individual assessments: Assess each worker individually, implement performance management plans to suit particular needs and keep a record of genuine efforts taken to accommodate underperforming workers. This may be your best defence against unfair dismissal.

Further information

If you would like to discuss any of the issues raised in this alert, please contact:

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Legal Advice Cont...

Record 40% fine reduction for SA employer following WHS breach - Perry v Holsten's Pty Limited [2013] SAIRC 37

In September 2013, a South Australian employer received the maximum 40% reduction in penalty after being prosecuted by SafeWork SA for occupational health and safety (WHS) breaches. This was the first time that the maximum discount had been applied to an OHS offence following the recent changes to South Australian sentencing provisions. Sparke Helmore partner Luke Holland acted for Holsten's Pty Limited in this matter. What do I need to know?

- Penalties for WHS offences may be reduced by up to 40% as part of changes to the Criminal Law (Sentencing) Act 1988 (SA)
- A guilty plea must be entered within four weeks of the first court appearance (however note the decision in Perry v Intercast Pty Ltd)
- Employers should be aware of the discounts that are available when contemplating guilty pleas.

What happened?

An employee of the defendant company was injured when he became crushed between a forklift backrest and the roller door of a warehouse. The employee was attempting to manually lower the door, as the automatic function was out of action. The company was charged for failing to provide and maintain a safe workplace and for allowing the forklift to be operated by someone who did not have the appropriate licence.

Having pled guilty at the first available opportunity, the company could seek up to a 40% discount in penalty under the new sentencing provisions. After a number of mitigating factors were tabled in submissions, included subsequent action taken by the company, its sound safety culture and assistance with the investigation, the SA Industrial Magistrates Court opted to apply the maximum discount of 40% when reducing the company's fine from \$110,000 to \$66,000.

A similar discounting approach was applied by the Court in an October 2013 decision in Perry v Intercast and Forge Pty Ltd. In this case it was determined that the four week period did not include days in which the Court was not sitting. Therefore, the defendant company was still entitled to a 40% discount despite technically not having entered a guilty plea within four weeks of the first court appearance.

Lessons

The Perry v Holsten's Pty Ltd case demonstrates the benefit an early guilty plea can have in significantly reducing the penalty employers may face following WHS prosecutions. It also serves as a primary example of how considered submissions can help attain the best possible outcome in terms of sentencing.

Further information

If you would like to discuss any of the issues raised in this article or about workplace safety generally, please contact:

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Do You Hate Retentions?

Taking a hair cut as you go on the payments that you receive under a contract so that the head contractor can hold retention money is pain in the proverbial. Getting retention money back at the end of the defects liability period can be even more of a pain.

Releasing retentions is often not a high priority for the head contractor so before you say yes to this arrangement consider using alternative security such as a bank guarantee or an insurance bond instead. You will have to put up some collateral for a bank guarantee or pay a higher fee if you opt for an insurance bond but at least you don't have reduced cash flow during the job.

If you go for a guarantee or a bond, make sure there is a definite end date. This avoids the headache of chasing up the return of these forms of security. It also means that, if the head contractor goes into liquidation, you won't be left spending more money chasing the return of the security because it will simply die a natural death. There is a debate going on at the moment about making it law for retentions to be paid into a trust account.

Although that would help to get the retentions back if the head contractor went into liquidation, a problem with trust accounts is that they take time and cost money to set up.

In our next article we will consider whether new laws now enacted in other states requiring trust account for retentions are a good idea. In the meantime, you should consider non cash security with a definite expiry date instead of cash retentions. If you need specific advice about a legal issue, call us. We won't charge you for an initial phone consultation!

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Residential Plumbing

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Thanks A Lot!

Housing Construction Finance Soars to Four Year Highs

Like so much in plumbing, the rainwater tank legislation falls across multiple areas of responsibility and therefore tends to be a dog's breakfast in terms of who takes responsibility for enforcement and compliance.

A member was recently contacted by the owner of a property that had been sold but could not be finalised because the real estate agent and new owner were insisting on the rainwater tank that should have been plumbed into the property had to be installed before settlement.

The action was correct because the home was built after 2006, when the legislation requiring a rainwater tank plumbed into either a toilet, laundry or hot water service came into force. It appears that yet again responsibility for enforcement falling across multiple agencies leads to ineffective laws. The OTR is responsible for ensuring the installation complies with the plumbing code and the local council is responsible for ensuring it is installed in the first place.

Councils are under resourced, lack the skills and expertise to enforce building codes and standards. They are also in the invidious position in that, on the one hand, the home owner is a ratepayer and on the other they are responsible for enforcing building standards. The plumber called in to rectify the problem correctly lodged a COC with the OTR, council and the owner, settlement has now proceeded on the property.

The whole issue of compliance with legislation could be so much simpler if one agency is responsible for compliance. We don't need more bureaucracy but what we do want is enforcement of standards in the simplest and most efficient manner possible. Here's a radical thought. Why not have one body to approve all construction and maintenance work for all trades. Use the best technology available to manage it efficiently.

Fund it from the utility providers and certificates of compliance and council building application fees. Employ staff on a performance contract to an independent body. Set simple criteria about minimising red tape, ensuring buildings are erected to the standards without fear or favour and ensure the focus is on their

customers, the consumer and the building industry. Finally employ competent experienced tradespeople who are thoroughly educated in the relevant standards. Oops sorry, I just stopped daydreaming.



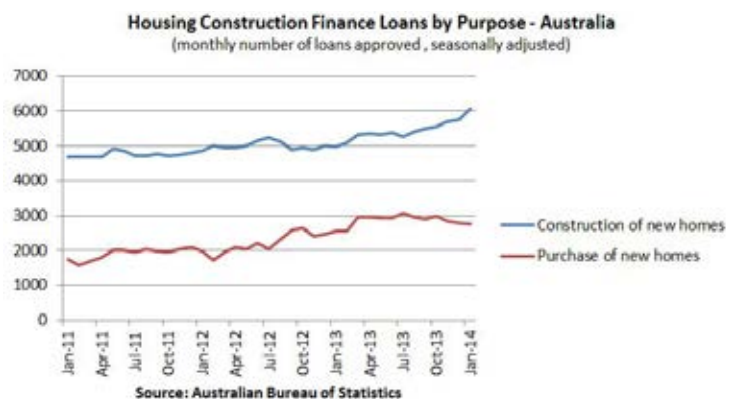
Contributor: Andrew Heaton

Finance levels for new home building in Australia have surged to heights not seen since post-GFC. Federal government stimulus measures as the latest figures show yet more evidence of strengthening activity in residential construction throughout the country.

Housing Market Improving

On a seasonally adjusted basis, data from the Australian Bureau of Statistics indicates that the combined number of loans made for either the construction of new owner-occupied dwelling units or the purchase of newly built owner-occupied houses and apartments throughout the nation jumped by 3.5 percent in January to come in at 8,845 – the highest level on record since December 2009.

Leading the charge were loans made for the construction of new owner-occupied housing, which jumped almost six percent in seasonally adjusted terms to come in at four year highs of 6,081; the number of loans made for the purchase of newly built dwellings eased back 1.0 percent to come in at 2,764. Outside of the owner occupied segment, however, a 3.3 percent drop in seasonally adjusted estimates for the overall dollar value of loans made to investors (new and existing housing combined) may indicate a drop in investor demand for new housing, albeit from a high base (the ABS does not give separate data for new housing and existing housing within the investor segment).



Despite this, Housing Industry Association economist Diwa Hopkins welcomed the latest figures, noting that the data also provided evidence of a broadening recovery outside of New South Wales and Western Australia. Compared with the same period twelve months earlier, for example, the figures show a rise loan numbers for new housing (purchase or construction – owner occupied) over the three months to January of around a third in South Australia and almost a fifth in Queensland.

“We wouldn't be discouraged by this development and it is actually in line with our forecasts” Hopkins said, referring to moderating data in New South Wales and Western Australia. “We're expecting the recovery in residential construction to spread to and gather momentum in other key states including Queensland and South Australia while the pace of improvement eases in NSW and WA.” Master Builders Australia Chief Executive Officer Wilhelm Harnisch said the data supports the picture of a strengthening housing recovery, but called on the Reserve Bank to leave monetary settings at their current accommodative level and on the government to spell out a broader strategy to underpin business and consumer sentiment in the May budget.

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Government introduces Fair Work Amendment Bill

Senator Eric Abetz, Minister for Employment, has introduced the Fair Work Amendment Bill 2014 (the Bill).

If passed, the Bill will make amendments to the existing Fair Work Act 2006, including changes to:

- Individual flexibility arrangements
- Greenfield agreements, and
- Rights of entry.

Broadly, the amendments will function to increase options available to employers, and further encourage individualised negotiations between employees and their employer. Unions have already raised strong opposition to the Bill.

Individual flexibility arrangements

Under the current law, individual flexibility arrangements are limited in scope and can only be implemented where the individual employees will be better off overall as a result of any proposed changes to entitlements under an award or enterprise agreement (otherwise known as the BOOT test). The Bill does not propose to remove the BOOT test.

The Bill proposes to expand the scope of the individual flexibility arrangement system, by removing restrictions over the matters that employees and employers can, by agreement, vary.

For example, this would include allowing employees to trade-off penalty rates in return for increased flexibility. We anticipate this proposal will generate a lot of debate and media attention.

Greenfield agreements

If passed, the Bill will remove the union veto power over Greenfields agreements. If agreement cannot be reached after three months, employers will have the option of taking a proposed Greenfields agreement to the Fair Work Commission.

Rights of entry

Under the Bill, right of entry laws would be returned to their pre-Fair Work Act position. In his press release, Mr Abetz drew particular attention to the obligation imposed by the Bill on union officials to comply with a reasonable request from an employer to hold discussions in a particular room.

David Davies

Partner
Sparke Helmore Lawyers

Raise your business to new heights with cloud accounting

“Cloud accounting is the way of the future in the accounting industry and has the potential to have a big impact on small business” according to Mark Roderick, Managing Director of Perks - the largest, local independent adviser to small business in South Australia. Recent research conducted by Wolters Kluwer Asia Pacific has found that currently 14% of small businesses in Australia are using cloud based software to manage their accounts, with adoption amongst accountants higher still, with 23% currently using a cloud platform.

The research also suggests that 60% of the accountants currently not using cloud systems will do so within the next two or three years, showing that the point is fast approaching where the use of cloud software to perform accounting services will be universal. Cloud accounting serves the same function as accounting software that you would install on your computer, except that you access is over the Internet.

Your data is securely stored on servers or “in the cloud” meaning you’re able to access your business financials from anywhere as long as you can connect to the internet. It also allows your accountant or other business advisers to have access to relevant financial information that is held within a live file stored in one central location.

Mr Roderick believes that business owners will see cost savings and efficiencies on a number of different fronts leading to improved business performance. “The technology will give you cost savings through a reduction in up front capital outlay on traditional software, staff savings for data input and reconciliation and IT support costs as you don’t need to worry about purchasing and loading software upgrades.”

“For business advisors, there is the added benefit of having improved access to more up to date business data through the use of cloud accounting technology” he said. “This allows for a higher level of business analysis so that you can help your clients identify business improvement opportunities which can ultimately lead to profit improvements.”

The connected, transparent interface offered by a cloud system gives far greater visibility into the business, not just retrospectively but also into the future, it represents a powerful tool allowing the business owner and their accountant to engage in proactive strategic planning around the business and in doing so reset the professional relationship.

Already a number of businesses are using Xero Cloud Based Accounting and payroll within BusinessMate. Xero is arguably the best cloud based accounting package in the world with the added benefit of total integration with systems such as BusinessMate. The time savings and productivity gains are very significant. Call the PIA to arrange a demonstration of BusinessMate with Xero and much, much more.

Financial Advice Cont...

Construction Insolvencies are no Mystery

Last month, Federal Small Business Commissioner Mark Brennan released a report prepared for the Federal Small Business Minister [the Hon Bruce Billson MP] that reviewed the circumstances surrounding the collapse of Urban Contractors. A Canberra based landscaping and earthworks firm went into administration last October, leaving around 180 subcontractors out of pocket, following a dispute with head contractor Lend Lease, regarding the new ASIC building in Canberra on which, it held the Major Works subcontract.

This is the latest in a flurry of government interest in construction related insolvency at both state and federal levels. For some years, ASIC has been releasing reports on the sector's growing prevalence in insolvency statistics. In NSW, the government commissioned the Collins Inquiry into the same issue. In some states, Small Business Commissioners have witnessed dramatic increases in calls from contractors seeking help with issues surrounding non-payment. These inquiries and reports all try to get to the bottom of what is causing this great problem.

From where I sit, however, it is actually quite straightforward. Rather than any single event or mistake, insolvencies are merely the end point in a series of events. Here is a view of component parts that lead to insolvency from the unfortunate view of one who sees them up close. It all starts at the top when the head contractor bidding for the work feels compelled to offer the lowest price possible.

The price has nothing to do with the actual cost of completing the work. It is already a loss. The contractor is desperate to get the work in order to pay off the losses from the last job. At this point, the project is already headed for disaster. But the head contractor will pass on all the possible risks associated with additional costs to its subcontractors and recover any loss through back charges; that will also mean keeping the retentions.

The head contractor then seeks tenders from a host of subcontractors who do exactly the same thing: under-price the work just to provide them with cash flow. This leaves no margin for error. One thing goes wrong and the subcontractor will sustain a big loss. The head contractor then awards tenders to its subcontractors by hitting them up to drop the price even more. In desperation, they agree. The subcontractors are now exposed to a far greater loss than the head contractor. They figure they can make up some cash flow on the inevitable variations.

The subcontractors have not read the contract properly and so do not realise the level of risk the contract is demanding of them. They also do not follow the procedures related to approval for variations, extensions of time and liquidated damages.

All these will kill any profit they may still have. Neither the head contractor nor their subcontractors have properly specified the work and discover that there is a whopping chunk of work not allowed for in the price.

A war of liability ensues over who bears the unexpected cost. The head contractor sees the coming losses and so passes on the costs to the subcontractors via back charges. The subcontractors, who are already on a loss maker, lose even more. Often, the monthly payment from the head contractor does not even account for half their costs. The head contractor starts to feel the pain of being held to a contract price that did not cover the cost of the project, and so finds itself battling both the client and its subcontractors over cash flow and payments.

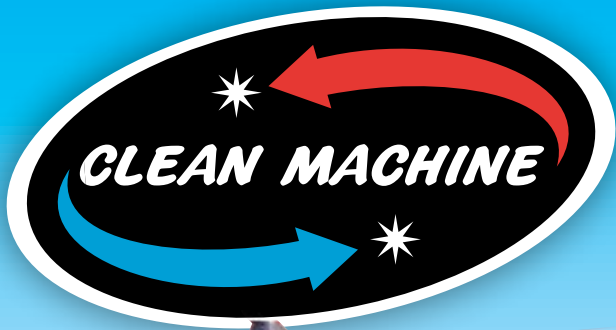
The head contractor's client is demanding more work than was in its scope and is not getting an approved variation for it. The head contractor will direct the subcontractors to do the work without any agreement from the client to pay for it. Disputes arise from the unpaid variations. The head contractor cannot pay for it because it needs the money for other projects, and so argues for more back charges. The subcontractors are now almost without cash flow at all.

Some find their contract requires them to carry the risk of latent conditions that result in extra costs; others discover their scope was worded in such a way as to include a lot of work they did not budget for. Subcontractors start to go under. The work slows. The client starts to hit the head contractor up for liquidated damages and withholds that amount from its payments. The head contractor has now transitioned from taking on a loss-making project to being insolvent. As it withholds payments on its subcontractors even longer, some go under, until the head contractor goes under.

This may be a compartmentalised view but most insolvencies feature a number of the aspects outlined above. The overarching dynamic here is straightforward: pressure to win contracts leads to under-pricing of work. Most contractors allow only a five per cent gross profit margin on their work. That is too low and unsustainable. From there, pressure builds on all parties to seek back-charges, pull money out to cover past losses and argue variations wherever possible. Understanding the causes of insolvency is much like what we learned in second grade maths. You can't construct a \$3 million building for \$2 million.

Anthony Igra





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Financial Advice Cont...

Key factors to review for small business profitability

1. Income – what can you do to improve it? What are your KPIs (Key Performance Indicators) impacting income? Can you capitalise on modern marketing methods e.g. digital marketing?

What are the key drivers to achieve sales numbers in your business? Imagine you are away from your business for several months – what are the five or six key numbers you would want to know to ensure things are on track?

2. Pricing – have you reviewed it recently? How does it compare to your competition? How does your product/service compare to theirs? Some customers may be prepared to pay more for better quality.

If your product/service is better tell the market ‘make the invisible visible’ - let them know why yours is so good! A small price increase can have a massive impact on your bottom line (sometimes much bigger than increased sales volume!)

3. Cost of Goods (COGs) – what are they and how are they different from overheads? COGs are the costs directly associated with your product/service e.g. service labour and materials, product purchase, freight inwards, customs etc. How can they be more cost effective and efficient? Think ‘productivity’. A small percentage decrease in COGs can have a massive impact on your bottom line (sometimes much bigger than increased sales volume!)

4. Gross Profit – the result of your income less COGs. Check out yours compared to others in your industry by percentage. Percentage is the easiest and most accurate way to do the comparison.

5. Overheads – always a good place to find savings, efficiencies and modern ways of doing things. There could be tens of thousands of dollars in savings lurking here. A budget entered into your accounting system will go a long way to ensuring these don't get out of hand.

6. Net Profit – the result of your gross profit less overheads. Check out how yours compares to those in your industry by percentage. Are you getting a good enough return for your efforts?

7. Accounts Receivable – there are many factors affecting how long customers take to pay – from how/when you invoice them to how/when they pay up. Find ways to speed it up.

8. Accounts Payable – on the other side of the ledger - how can you find ways to stretch your terms with suppliers without damaging relations? Improve terms in your favour.

Take advantage of the maximum terms offered by suppliers – don't pay early unless you're offered incentive to do so. Perhaps shop around for better terms with other suppliers. If you are a good customer your current suppliers might be more amenable to longer terms.

9. Work in Progress – i.e. jobs in progress that haven't been invoiced to customers yet, including labour and materials. A sure way to improve cash flow is to find ways to speed up finishing jobs, so they can be invoiced.

Also reducing rework and any excuses for customers not to pay for finished work. Improve profit on jobs with a focus on labour productivity and materials management. Have a look at your staff utilisation and recovery rates.

Ask yourself ‘Am I selling all the hours I am paying for?’ What is the opportunity cost of inefficient practices that take up time of billable staff?

10. Stock management – think of stock as dollar bills piled up on the stock room floor. You want it sitting there for as little time as possible i.e. enough for customers' needs, but not too much to suck up precious cash. Can you set up processes to reduce the time stock sits in stock.

PIA now has industry benchmarking data available and will be making it available on the PIA website along with a seminar presented by Ian Novak to explain how to interpret the data in a useful way for your business.



WHITECARD REFRESHER



Now Available!

PIA are proud to announce that we are now an approved provider of the new Construction Industry Refresher course (Whitecard Refresher).

The aim of this course is to refresh the knowledge and skills of Construction Workers to ensure they are safe on site at all times and up to date with the latest Work Health & Safety regulations.

It is recommended that all individuals with Whitecards issued 3 or more years ago complete this course. This will ensure workers comply with all building and construction sites, as well as the new Work Health & Safety Regulations.

SOUTH AUSTRALIA



Supported By:



Why is it important to attend?

- To refresh your current knowledge and awareness of safety
- Continuously changing Work Health & Safety Requirements
- To ensure workers comply with all Construction sites
- To reduce risk of injury and death on all Construction Sites

Will participants receive a new card?

All successful participants will be issued with a new Whitecard which will contain the new issue date and issue number. Participants will also receive a Certificate of Attendance.

PIA MEMBER

\$10 per person (if eligible for CITB subsidy)
\$70 per person (if not eligible for CITB subsidy)

How long is the course?

The duration of this course is 3 hours, face to face.

Who can attend the course?

This course is only open to current Whitecard Holders. Proof of completed training will be required prior to enrolling.

When are the courses being held?

We will be holding these courses once sufficient numbers are established. Please register your interest via the methods below:

NON MEMBER

\$25 per person (if eligible for CITB subsidy)
\$95 per person (if not eligible for CITB subsidy)

To register your interest in this course, please contact us on
Ph: (08) 8292 4000 or admin@piasa.com.au

Loxton Plumbing were one of several companies to take up the PIA mentoring offering with Ian Novak and below is their feedback to the PIA on their experience with Ian.



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Plumbing Industry Association Member

24th February 2014

PIA SA

ATT: Paul Worthington

RE: Business Coaching with Ian Novak

We would like to provide feedback regarding our current sessions with Ian.

Firstly Ian attended our premises here in Loxton, and we appreciated him taking the time to travel the 2-3 hours to do so. We feel that this gave him a little insight into the area our business operates in and some of the obstacles this presents. Then Ian was able to work this into his overview of our business operations and offer relevant suggestions.

We were impressed with Ian's knowledge of business financial matters and then converting this to meaningful information for us to be able to understand why it is important.

One of the most helpful pieces of information Ian was able to give us related to deciphering our financial information and making it usable in our daily operations, so knowing how many dollars we need to bill each day to breakeven and then to make profit etc. We have always known this is something we needed to know and really wanted to know but were never able to get it as accurately and usable as Ian has been able to give us. We feel this will be invaluable to us when used in conjunction with the cash flow and P&L worksheets Ian has spent many hours putting together for us. As yet we have not been able to put this Cash Flow to work due to unexpected commitments arising, however we realise that this is a very important tool and one that we want to fine tune and get working as accurately as possible. Ian has offered his help along the way with this also and this offer is appreciated and will no doubt be called upon.

Finally, we could see that Ian had a desire to help us understand our business and how we can improve it and the quality of our lives, this was very obvious from the many hours he spent over and above what we were charged. This gesture gave us added confidence in the advice we received from Ian.

Overall we would highly recommend Ian's Business Coaching service and are happy to continue working with him.

Yours sincerely

Roger Morison

Roger Morison
Director

Ellen Morison

Ellen Morison
Administration

Commercial Plumbing

Regenerating the Parks Community Centre for the future



Above: Parks Community Centre

The original Parks Community Centre was opened in 1979 to meet the human, social and recreational needs of the inner north western suburbs of Adelaide. A vision of the Don Dunstan Government, the Centre was built on 13 hectares in the suburb of Angle Park on what was originally the site of the Angle Park Boys Technical High School and the Angle Park Girls Technical High School.

The original Parks Community Centre was a progressive and innovative concept when it was conceived in the early 1970s. At that time, the area now known as 'the Parks' was faced with many social and economic challenges and was noted as amongst the most disadvantaged in the Adelaide metropolitan area.

The Parks Community Centre was an early model of integrated social, welfare and education services intended to service the needs of this local community. Today, the area has been transformed through the completion of the Westwood Urban Renewal Project, which has increased home ownership and improved housing standards in the area; and the emergence of a range of human services in Woodville and Port Adelaide. This has led to a positive upward trend in socio-economic and social outcomes over the past two census counts.

The redevelopment cost was \$24.1M for the construction of new buildings, the refurbishment of others and the demolition of the remainder. The key elements of the redevelopment have been a:

- refurbished two storey recreation/sports building that incorporated a new main entry, café, 25 metre indoor lap pool, teaching pool and children's "splashpad"
- public plaza
- refurbished theatres
- refurbished and extended children's centre building
- development of 6.84 hectares of open space including facilities such as soccer pitches and a playground

The Principal Contractor for the project was Built Environs. Westside Plumbing undertook all of the sanitary, mechanical services plumbing and the ancillary plumbing for the swimming pools.

The team was led by Project Manager, Matt Kirkbride, hydraulic plumbing site supervisor, Allan Gent and Mechanical Services Plumbing Site Supervisor, Roger Frick. At the peak of the project, there were 14 plumbers working on the hydraulic side and 5 on the mechanical plumbing side.

The project was a particularly challenging one for the young team because of the need to work on existing structures with unknown installation and tying in these components with new work.

One of the most complex aspects of this was in locating and identifying all of the existing hydraulic services which required extensive hydrostatic testing and CCTV inspection of the existing drains to determine their direction of flow and fall.

Fortunately, the existing drainage plans whilst hand drawn, proved to be quite accurate. As the project was design and construct, Westside were able to deliver a more cost effective solution, than was originally planned by splitting the waste delivery between two sewer connections.

Half the drainage was re-diverted and gravitated to a new 150mm sewer connection on Cowan Street, whilst the other half was gravitated to a new Xylem Water Sewage Ejection Pump Station, monitored by the Building Management System (BMS), with a capacity of 4L/s delivered by Flygt macerator pumps within a Ri Industries 1.8m x 4m deep chamber.

A 63mm HDPE rising main was directionally bored 100m under the existing main carpark to an existing manhole adjacent to an SA Water infrastructure pump station. Trade waste from the cafe goes to a 2400L Cooke Pre Cast Epoxy coated grease arrester. 3 x 22,000L rainwater tanks were installed to harvest the gym roof rainwater.

The Trevi multi stage pumps are controlled by a Trevi management system supplied by Eco Building Supplies. The water is pumped to the gym change rooms for toilet flushing. An RPZ device ensures there is no cross contamination with the top up mains water supply.

A fire protection service, approximately 1 km in developed length, was laid around the centre in Blue Brute Pipe with fire hydrants and hose reels installed throughout the buildings.

AS1428 configured Enware toilet suites were installed in the AS1428 compliant amenities areas and Enware Aquablend TMV valves both in wall and in ceiling. The structural engineer specified that no walls were to be chased in the existing structures and battened walls were erected to allow services to be run to these areas.

This restriction meant that in ceiling TMV's had to be installed in some parts of the existing building. Three plant rooms across the buildings comprise :

- A dedicated mechanical plantroom, hydraulic plantroom and pool plantroom



Above: Deep Drainage



Above: Sewerage Ejection Pump Station

Commercial Plumbing Cont...

Regenerating the Parks Community Centre for the future

- Extensive mechanical plantroom consisting of chilled water pipework and headers, heating hot water pipework and headers, condensing water pipework and headers (reticulating to and from external cooling towers) and natural gas pipework and headers
- Hydraulic plantroom consisting of Rinnai pre-heated solar storage cylinders and Demand Duo component inclusive of 6 x Rinnai HD200E's and 2 x Demand Duo cylinders with associated Grundfos pumps. The hydraulic plant is connected to the BMS
- Pool plant consisting of plate heat exchangers to heat the pools, 50mm RPZ device for pool make-up water supply and emergency eye wash
- HDPE pipe materials have been installed for all plantroom drainage with bucket traps.



Above: Hydraulic Plant Room

"It's good to see a large system like this with neat and practically setout pipework and such limited space available".

Richard Ford - National Commercial Manager
Rinnai Australia

Westside's mechanical services plumbers carried out all of the plumbing work related to the air conditioning, air handling, chilled water, heating water, cooling and associated systems for the buildings. This consisted of installing two Clint water cooled chillers, two cooling towers, plate heat exchanger and other associated equipment including an expansion tank and chemical dosing points. Three condenser water

pumps, two chilled water pumps, expansion and make up water facilities, pipework etc. Heating water is generated from two Meridian Natural Gas fired boilers with two pumps and expansion tank and chemical dosing points. Operation is in a conventional manner with boilers running to maintain a specified set point.

The water pumps run variable speed drives, controlled by the BMS to maintain water through the flow and return to reticulation system and the Air Handling Units (AHU's) and Fan Coil Units (FCU's), motorised balancing valves installed and connected to the building management system.



Above: Mechanical Plant Room

South Pacific Pools constructed the 25 metre pool and teaching pool and Westside undertook the ancillary plumbing for the pools such as the mains connection and RPZ devices. Four plate heat exchangers were installed by Westside to provide heating to the 25 metre pool and teaching pool via the condenser water and heating water circuits pipe work. The Westside team are extremely proud of how they worked collaboratively on such a challenging project.

From the General Manager:

"The project, diverse in plumbing aspects, required stringent management techniques and planning. Project management worked collaboratively with the head contractor and engineers to ensure feasibility and compliance; whilst the site team were faced with tight programming involving multiplied work fronts, mostly amongst the challenging winter months of the year. This was a milestone project in its delivery for Westside Plumbing".

Craig Brown

WESTSIDE PLUMBING P/L



Gas Works is Adelaide's largest gas appliance and air conditioning retail network started in February 1998 by former agents of S.A. Gas Co. Annual turnover is fast approaching \$16m. Seven stores serve the Adelaide metro, south coast and north to the Barossa Valley. A rare opportunity currently exists for an energetic, motivated, owner operator to join this exciting group. Present owners of the well established Salisbury store are retiring to spend more time with family and pursue other interests. Offers around \$300k + SAV are invited. Contact Pat Bennett 0402 790 107 for further information

JB'S SOAP BOX



Self Certification Twenty years on

It's been twenty years since the Engineering and Water Supply (E&WS) Department was corporatised to become SA Water.

With that change came the introduction of self certification and a major reduction in the inspection of plumbing. The state was broke after the State Bank collapse and the government had little choice but to slash spending almost any way it could.

So has self certification worked?

My view is that it has with ethical plumbers and the majority of commercial construction plumbers because of the oversight on commercial projects but it has been less than successful with residential construction and maintenance plumbing.

In my humble opinion it is expecting too much of human nature! It is in many people's nature to find the quickest way or to push the limits to see what they can get away with. The simplest example that comes to my mind is that of driving.

If everyone obeyed the law we would not need speed cameras, red light cameras and police patrolling to catch those who are breaking the law. Plumbing is no different. Some people will do the work without a licence or find a short cut if it means making an extra dollar or winning a job ahead of someone else.

So how much of a problem is it and how does the industry deal with it?

With the help of my wife I did some "surfing" on the Internet and it's pretty clear the problems are not just in South Australia or indeed even just in Australia. The PIA has previously written about New Zealand's billion dollar plus, Leaky Buildings Syndrome. The UK has problems as does Canada and the USA. One website was about the problems in Queen's Borough in New York.

Queens's Borough of New York

Self-certification program a total disaster

More than 80 percent of building plans submitted under the city's controversial "self-certification" program are plagued with zoning violations like those at the site of the deadly crane collapse, a recent crackdown has found.

Report Bares Construction-Site Crisis

The Queen's Borough Department of Building's Professional Certification Review and Audit Team checked 662 plans between September 17 2013 and January 31 2014. Examiners issued objections against 556, or 84 percent.

The DOB's Special Enforcement Team, which targets repeat offenders, audited another 207 plans during the same period and issued objections against 171, or 83 percent.

One contributor wrote:

"The flaws in buildings in Queens will start to be noticed as the buildings begin to age, and the way they are put up, we are talking about a handful of years here. I know some contractors and they tell me the shit they put up they would not let a dog live in, let alone a member of their family."

The election outcome leaves the industry in an interesting position. On the one hand, the Liberals made a commitment to the PIA prior to the election but the ALP did not even respond. Perhaps a finely balanced parliament may result in a more attentive response. We can only hope.

We will never see the same level of policing of building trades and plumbing in particular but we should be able to expect enough inspectors with the right tools to inspect enough that the "cowboys" never know which job will be inspected so do them all properly.

Another thing that has never made sense to me is having Consumer & Business Services collect the money for licences and SA Water and now the OTR regulate plumbing. How can you effectively police unlicensed people doing work when they aren't out on sites checking.

Every plumber and gas fitter should be randomly audited for some of their work and work the inspector chooses not the plumber. If you do the job properly you never have anything to worry about. I'm getting to be a real cynic in my retirement but I think someone will have to die before politicians understand the risks in plumbing and gas. That's why they were made licensed trades in the first place.



Apprentices

Managing apprentice performance

One of our member companies has recently been through the challenging process associated with terminating the contract of training and employment of their apprentice. The apprentice was consistently polite, well presented and diligent in work attendance, but it became apparent that, through no fault of his own, that he was not well suited to the plumbing trade. This manifested itself in poor retention of basic procedures, tasks not being done to an acceptable standard, and a lack of initiative and interest in how or why plumbing tasks are done.

Initial performance management included assigning the apprentice to different plumbers in the business to see if different styles of supervision and mentoring would result in bringing him around to an acceptable performance level.

When this did not produce noticeable changes, the member sought advice from the PIA. Our advice included instigating written warnings that detail the specific performance changes required and an agreed time frame for the apprentice to attempt these changes. The member was also advised to contact Traineeship and Apprenticeship Services (TAS) at this time and advise that the written warning was being issued and the reasons for it.

Unfortunately the apprentice was unable to make the performance changes necessary, and had become a liability to the business in that its plumbers were becoming reluctant to work with the apprentice, due to the frustration of their work. They were having to re-do his work and jobs were taking longer than if they were working alone.

A further written warning regarding the same specific performance issues was issued, but no discernible improvement or change in performance was detected. The member was becoming quite distressed about this situation as they were running out of ideas as to how to help this apprentice to develop the skills and competencies required to sign off as a plumber.

The situation was becoming critical in that the members' plumbers were openly considering seeking alternative employment, rather than have to work with the apprentice. PIA advised the member to seek termination of the apprenticeship, as they would not be able to foresee a time when they could sign off the apprentice as competent, and felt it fairer to terminate rather than persevere with a negative outcome at the end of the nominal 48 month period.

PIA advised that if the termination is challenged, that the application would go the Industrial Commission for arbitration. TAS was advised of the member's intention and a meeting was arranged between the member, the apprentice, and TAS with a PIA representative observing. TAS advised the apprentice of his rights, and the member of the likely process. The member confirmed they

wished to terminate, even if this meant going to arbitration, as the existing situation was untenable. The apprentice confirmed that he did not wish to terminate, leaving the member to force the issue by proceeding with the application. TAS then convened a hearing with a Commissioner, where both parties were able to put their case, and a decision was made by the Commissioner that termination would be approved with an extended period of notice. This meant that the member could process an employment termination and pay the apprentice in lieu of notice.

Summary

In this case the apprentice was not intentionally breaching his obligations under the contract of training. He was simply not showing the interest or aptitude for the trade, and numerous performance management efforts failed to elicit any positive change. The member was able to navigate this distressing and stressful situation as they sought advice from the PIA, and documented all actions, meetings and conversations associated with their performance management of the apprentice. This meant they were able to provide strong evidence at the hearing as to what had occurred and that they had taken all reasonable measures to provide the apprentice with appropriate training, instruction and supervision. Ultimately, as the apprentice was unlikely to achieve competency by the end of the apprenticeship, based on his managed performance, the Commissioner was willing to approve the termination of the Contract of Training.

Recommendation

If you as a PIA Member find yourself in a difficult situation regarding the management of your apprentice, you would be well advised to seek advice from PIA on how to proceed. An effective alternative would be to source your apprentices through the PIA Master Plumber Group Training Scheme, providing a higher level of support and responsibility for performance management with the PIA, being one of the many benefits.



SAFE WORK

Are you recording Incidents?

The Work Health Safety Act, 2012 requires all businesses, including sole traders, to keep a record of all work place hazards, risks, incidents and near misses. At first glance this may seem like bureaucracy gone mad but a closer examination reveals there are good reasons for meeting this requirement:

1. It reduces the risk of future prosecution
2. It focuses attention on practices that can be improved.

Members who have purchased BusinessMate have been recording incidents in BusinessMate for a while now and they are able to look at the overall trends and causes of incidents in the Dashboard of BusinessMate. It also gives them the tools to report incidents to Australian Standard AS 1885.

More importantly, it gives small businesses a structured incident investigation tool to enable them to determine the cause of an incident and where necessary implement actions to prevent this type of incident occurring again.

There are undoubtedly some incidents that result in injury that are freakishly bad luck but most incidents are the culmination of a set of factors combining to create the circumstances that result in an accident.

Many incidents that are not reported are not even acknowledged as incidents and more importantly most of them were preventable. Last year one member told the PIA that he had injured his arm when his sleeve became trapped in his drain machine cable. He was unable to turn it off because he had done a homemade repair to the drain machine switch because he didn't want to pay the money to have it fixed.

The result was two weeks off work, which was unclaimable because his income protection insurance didn't kick in for a month. Another plumber was proudly telling me that he had the experience and skills that he just did not have accidents. Later talking with his wife about BusinessMate, she reminded him that a few years ago he was off for three months, after falling in a trench onsite and injuring his anterior cruciate ligament.

Yet another plumber was telling me that he didn't have accidents and again his wife reminded him about the time he fell down a trench and knocked himself unconscious.

One member recently had an apprentice who suffered a lost time injury that required a Workcover claim after he had a foreign object lodge in his eye whilst cleaning gutters.



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SAFE WORK

Are you recording Incidents?

The incident investigation revealed that this was in fact the third time he had a foreign object in his eye in six months but it was the first that required medical intervention. As a result of logging the incident and investigating it, his employer changed their Personal Protective Equipment Policy to require the owner and apprentice to now wear safety glasses on all work sites at all times.

Lawyers, Sparke Helmore advised that this is exactly the correct response to the issue and will provide protection to his employer in the event he was to suffer an eye injury in the future because the employer has proactively taken steps to protect his worker and himself. Another plumber recently fell from a ladder and injured his foot, resulting in a Workcover claim. They had ensured he had completed a White Card Induction, he had done ladder safety at TAFE and he had been part of a recent documented Toolbox Meeting where they had discussed Safe Ladder Use and he had then signed his employers Ladder Safety Procedures Policy.

Witnesses and the plumber all agreed he was not following the agreed safe practices. The company had no case to answer. Another member receiving BusinessMate training reported that he had found employees removing the safety guards from their angle grinders against his express directions.

He has been advised to record this in BusinessMate as an incident report and to advise them that if they continue this practice that they will be issued with a written warning that they are breaching the company's safety policies.

To do anything less leaves the employer totally exposed to liability and potentially thousands of dollars in fines if a prosecution occurred. If the practices do not stop, he ultimately may be left with no choice but to dismiss them. Is it that we are seeing the same disconnect as we used to have with drink driving? It used to be socially acceptable to have a few beers and drive home. Back then South Australia's road toll was heading towards 500 killed every year. Today whilst the road toll remains unacceptably high the overwhelming majority avoid driving if they suspect they may be over the limit.

Is it that while the large companies have had to treat this seriously for many years now that smaller companies are only now having to face the journey to working more safely? Perhaps the first step is recognising an incident or near miss when you have one. The second step will be taking action to prevent a recurrence. Safety is often ignored until something happens but by then it is too late!

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SAFE WORK

Infringement Notices

A SafeWork SA Inspector may issue an Infringement Notice or 'on the spot' fine in response to a minor offence under the work health and safety legislation. When can a Work Health and Safety Inspector issue an infringement notice? The work health and safety legislation contains many minor offences which are prescribed as expiable offences, and can be dealt by an infringement notice. An infringement notice is issued when a person has committed an offence that is not considered serious enough to warrant prosecution. Therefore, the alleged offender may avoid prosecution by the payment of an expiation fee within the allocated period.

Who can issue an Infringement Notice?

Infringement Notices can only be issued by SafeWork SA Work Health and Safety Inspectors.

How much is the fine?

The amount of the penalty varies according to the breach. A full list of breaches and associated penalties is contained in attachment 1 (see below). Is the Victims of Crime Levy added to the expiation fee? Yes. The amount of the levy is \$60.

I have been issued an Infringement Notice - what are my options?

If you have been issued an infringement notice, you have four options available. You must act within the time for payment of the expiation fee, otherwise these options will lapse. Your options are to:

- expiate the offence by paying the fee within 28 days
- apply to SafeWork SA for review of the infringement notice on the grounds that the offence was trifling
- elect to be prosecuted, in which case you are required to complete the election to be prosecuted tear-off slip on the front of the infringement notice and forward it to SafeWork SA
- apply to the Registrar of the Magistrates Court of South Australia for relief on the basis that payment of the expiation fee in full would cause hardship.

Below is a very small sample of the infringement notices expiation fees that can be issued to an individual or body corporate. It would be wise to make sure your HR policies clearly make an employee responsible for any expiation fees he receives where he is responsible eg, failing to get power tools tagged and tested. Failing to forward SWMS to principal contractor. A copy of the full list is available on the PIA website.

OCCUPATIONAL HEALTH, SAFETY AND WELFARE ACT 1986		
Section	Brief Description	Penalty
39 (4)	Contravention/failure to comply with improvement notice	\$315

WORK HEALTH AND SAFETY REGULATIONS 2012 (SA)			
NOTE: Items preceded with ***are only expiable from 01 January 2014			
Reg	Title	Individual	Body Corp.

301	***Safe work method statement—copy to be given to principal contractor (high risk construction work)	\$432	\$2160
302	***Review of safe work method statement (high risk construction work)	\$432	\$2160
303(1)&(2)	***Safe work method statement must be kept (high risk construction work)	\$144	\$720
303(3)	***Safe work method statement must be kept (high risk construction work) [Worker access etc.]	\$432	\$2160
304(2)-(4)	Excavation work- underground essential services information	\$432	\$2160
304(5)	Excavation work- underground essential services information (information access)	\$144	\$720
308	***Specific control measure—signage identifying principal contractor	\$432	\$2160
312	***High risk construction work—safe work method statements	\$432	\$2160
313(1)-(4)	***Copy of WHS management plan must be kept	\$144	\$720
316	Duty to provide general construction induction training	\$432	\$2160
326(1)&(2)	Duties of workers (general construction induction training)	\$144	\$720
378(1)&(2)	Health monitoring records (hazardous chemicals)	\$144	\$720
387(2)	Statement of exposure to be provided to workers (hazardous chemicals)	\$432	\$2160
388(2)&(3)	Records to be kept (hazardous chemicals)	\$432	\$2160

SAFE WORK

Work Health and Safety – Is there a right to silence in investigations?

SafeWork SA, when investigating an alleged work health and safety (WHS) incident, has the power to compel persons to provide answers to questions and documentation. It is crucial for any person conducting a business or undertaking (PCBU) and its officers and workers to know what information must be provided, and by whom. An incorrect understanding of your rights during an investigation could significantly compromise your position in any subsequent prosecution.

Power of SafeWork SA to ask questions and require documentation

Under the Work Health and Safety Act 2012 (SA) (WHS Act), SafeWork SA inspectors may enter any workplace without notice. Inspectors are empowered to ask questions and to require an answer to any question. In addition, inspectors may require the production of documentation. A requirement to produce documentation must be made with written notice, unless the circumstances require immediate access to the document. Failure to answer a question or produce a document, without reasonable excuse, is an offence. The maximum penalty for this offence is \$10,000 for an individual and \$50,000 for a corporation.

Rights and obligations of persons and PCBUs regarding answering questions and producing documents

A person does not have to answer any question or produce a document unless the inspector invokes their power to require an answer, or their power to require a document, as the case may be. Before invoking these powers, an inspector must identify themselves and must warn the person of the consequences for failure to answer a question or produce a document. The inspector must also inform the person about their privilege against self-incrimination and about legal professional privilege.

Privilege against self-incrimination

An individual does not have to answer a question or produce a document if it 'may tend to incriminate' that individual or expose them to some penalty. Note that this right is enjoyed only by individuals. Corporations do not have this right against self-incrimination. However, if a person volunteers information which could have been withheld under the privilege against self-incrimination, that person waives this privilege. Accordingly, the information can be used in evidence against the person.

Legal professional privilege

Communications between a person and their legal representative are the subject of legal professional privilege if they are made for the 'dominant purpose' of seeking legal advice or in relation to existing or anticipated legal proceedings. This long-established rule of law allows frank disclosure and discussions between a client and their lawyer without compromising a person's legal position. Information the subject of legal professional privilege does not need to be provided to any inspector. However, freely volunteering information to an inspector will waive this privilege.

Right to privacy

If the power to require an answer to a question is invoked by an inspector, then the person being asked the question is considered as being 'interviewed'. This is so even if the inspector is requiring an answer to just one question.

Where such an 'interview' is commenced, the interviewee may demand that the interview be held in private (and indeed the inspector may require the same thing). This demand may be made at any stage of the interview. The interview must accordingly be moved to a suitably private location.

Tips for employers

It is important not to inadvertently waive the privilege against self-incrimination or legal professional privilege by volunteering to an inspector any information that would be covered by either form of privilege. SafeWork SA is able to use any voluntarily provided information in prosecution proceedings against a person. Accordingly, persons being questioned should not simply volunteer information, but should ensure that the inspector actually invokes their power to require answers or documentation. When invoking these powers, the inspector will set out the obligations and rights of the person/interviewee. Providing answers or documentation only after an inspector has formally invoked their power under the WHS Act cannot be considered as non-cooperation. However, as a matter of common sense, any request for an inspector to formally invoke their power should be addressed reasonably, so as not to cause friction with the inspector.

Because the privilege against self-incrimination applies only to individuals and not corporations, persons employed by corporate PCBUs should ask whether any question is being directed to them as an individual or as a representative of the corporation. If the question is directed to the individual, then the privilege against self-incrimination may be relied upon, where appropriate. If the question is directed to the person in their capacity as a representative of the PCBU, then that person should only respond to the question if they are an authorised representative of the PCBU. If a person does not have the authority to represent the PCBU, they should simply inform the inspector of this fact and not provide any response to the question. For this reason, PCBUs should ensure that it is made clear throughout their organisation who is and is not authorised to represent the PCBU in this way.

Where documentation is required pursuant to written notice, PCBUs should consider obtaining legal advice regarding what documentation is and is not required to be produced pursuant to the notice. It may also be that redaction of documentation is appropriate. Honesty and cooperation are of course the best course of action in relation to any investigation of a WHS incident. However, a clear understanding of your rights when a SafeWork SA inspector attends at your workplace is crucial in avoiding the unnecessary compromising of the legal position of a PCBU or you as an individual in relation to any such incident. Included in the cost, users of BusinessMate have access to Sparke Helmore 24 hours /day seven days a week in order to obtain initial legal advice before agreeing to be interviewed by a Safework Inspector.

Sathish Dasan



Hot Products

NEW from RIDGID

Building upon a proud heritage of delivering the most innovative tools to the market, Ridge Tool announces the SeeSnake CS6 digital recording monitor as part of RIDGID's commitment to continual development of technological precision products.

The CS6 monitor captures still images and video clips directly to a USB thumb drive and automatically generates high quality multi-media reports.



NEW Advanced Lithium 18V 4.0Ah Battery

- Thinner/more compact design
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This battery is compatible with RIDGID cameras & recording devices that use an optional battery supply and the RIDGID press tools RP210-B & RP340-B.

4Ah Battery Specifications

Capacity	4.0 Ah
Size	134 x 140 x 102mm
Weight	0.9kg
Charge time	62 mins (Advance lithium charger)
Life of battery	500-600 chargers
Temperature range	-20 to 70°C

Ridge Tool (Australia) Pty Ltd

127 Metrolink Circuit Campbellfield Victoria 3061

phone 1800 743 443

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ZIP HYDROTAP G4

Energy-savings with Zip HydroTap

A new range of Zip HydroTap "G4" fourth-generation boiling/chilled/sparkling filtered water appliances has been developed to reduce standby energy consumption by up to 55% when compared with earlier models of equivalent capacity. A sleek new electronic tap has advanced convenience features and safety features, and can be installed on a sink or away from any sink with its own drained "font". Depending on the model selected, the Zip under-sink "Command-Centre™" delivers boiling/chilled, boiling/chilled/sparkling, boiling/ambient, boiling only or chilled only water in various capacities to suit home or office. Filtration has been upgraded to 0.2 micron, for better-tasting crystal-clear water.

For further information visit www.zipindustries.com



ZIP INSTANTANEOUS HOT WATER

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Zip, best known for its instant boiling water appliances, has developed a far more energy-efficient way to provide hot water for hand-basins, baths and showers. Each tiny Zip Instantaneous Hot Water system is installed adjacent to its point of use, stores no water, uses power only when the water flows, and is electronically controlled to deliver water at a fixed temperature which can be preset at 35, 38 or 45 degrees Celsius for hand-basins, between 20 to 50 degrees for showers and baths, or between 20 to 60 degrees when installed with TMVs.

For further information visit www.zipindustries.com

ZIP IP RATED CHILLERS

A better on-site water chiller

For many years Zip Industries has been building upright water chillers for engineering, industrial and construction sites throughout Australia, the United Kingdom and many other markets. Now Zip has released a new chiller, Zip Sitemaster, with an IP23 rating for OH&S compliance. It gives up to 140 glasses of chilled drinking water per hour, and has effective protection against water spray penetration, intrusions or manual contact with internal parts. It features a spring loaded carafe filler with paddle lever tap, plus an elevated cord and plug for simpler mobility. A robust bubbler and 0.2 micron filtration kit are options.



For further information visit www.zipindustries.com

Hot Products Cont...

ZIP FILTRATION

Food service industry filtration

Zip Industries is now providing superior high volume commercial water filtration systems for the food service industry. High capacity filter cartridges dramatically reduce the frequency of filter changes required on busy food service sites, reducing service costs and minimizing system down-time.



Zip filtration systems can be designed to cater for the needs of commercial hot or chilled beverage dispensing systems, ice systems, steam treatment systems or whole-of-site central water filtration. Where necessary, Zip can design filtration systems to meet special needs, or provide installation and periodic maintenance service on behalf of plumbing contractors.

For further information visit www.zipindustries.com



Learning on the go with Grundfos Academy

Grundfos Academy is a new online e-learning tool designed to make learning about pumps, pumping applications and principles easier and more accessible for everyone involved in the industry.

It's free! A range of free online training topics provide high quality information for different levels of industry experience and knowledge, with participants being able to choose what topics they complete. It is available anytime, anywhere!

Being an online training facility allows participants to start a new topic or continue with an existing one at any time of the day and from any place – be it at work, at home or on the road.

It is designed for easy access on computers, tablets and smartphones so learning can suit the way you work and be at your convenience. It is knowledge at your fingertips! Academy helps participants to build upon their pump knowledge and may assist users to plan, select, install or operate Grundfos products.

At the end of every topic, participants can take a quiz to reinforce their learning. It's constantly improving!

We are committed to providing the highest quality e-learning possible and will always be looking to improve and develop to the existing platform. With new topics added every month there is always something new to learn. Once you've signed up, you'll be updated on any developments.

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3. Complete your chosen topics
4. Stay updated on new developments

For further information please contact Grundfos Pumps Pty Ltd by email at contact-au@grundfos.com

HYDROTESTERS SAVE WATER

The regular monitoring of leakage in pipes by use of hydrostatic testers is allowing authorities around the world to save huge amounts of water.

Ageing infrastructure and a general lack of visibility of water transfer pipes and particularly connection points, means this invaluable resource is being wasted each year.

Aussie Pumps now build a full range of standardised machines that cater for everything from small 20 Bar engine drive testers, designed for plumbers, right up to big machines for testing pipelines and systems in major government infrastructure.

The company has a range of 20-40 BAR test units that embody a number of major features that make hydrostatic testing easy. These base machines operate in with flows of 40 lpm to 150 lpm and are suitable for domestic water lines and factory systems.

The testers consist of reliable high pressure diaphragm pumps that are easy to service and maintain. The machines feature a double gauge and double valve system that enables the pressure to be locked off in the line after pressurisation.

"The testers are equipped with a pressure regulation system that is infinitely variable, enabling the operator to set the pressure at the desired rating. Australian Pump's range of highly portable hydrostatic testers means that testing can be done inexpensively and on site with either a petrol or diesel engine drive unit.

Further information is available from Australian Pump Industries on 02 8865 3500.



Above: Peter Orr and Ramy Saleed of Adept Engineering, Chatswood use an Aussie hydrotester to test the integrity of desalination plant modules before they are transported to site.

Hot Products Cont...

Viega launches new Sanpress Inox system in Australia

Smart Connect feature enhances safety for drinking water installations

Viega has launched a new range of stainless steel press connections designed to provide the highest degree of safety in drinking water installations. And its versatility means the system can be used for residential, industrial and gas installations. The high-grade stainless steel Viega Sanpress Inox system



encompasses a comprehensive range of press connectors, pipe and system fittings for plumbing and building services. The focus is on safety, hygiene, ease of use, precision and durability. "The Sanpress Inox system is an ideal alternative for applications or environments that are unsuitable for copper installations," says Rod Luker, Viega's National Sales Manager Australia. Viega's Sanpress Inox press

connectors are made of high-alloyed non-rusting stainless steel and are – like all other components of the system – available in sizes between 15 and 108mm. This ensures they are particularly suitable for use in industrial applications. For more information about Sanpress Inox go to www.viega.com.au



Kennards Hire Test & Measure

A new range of pipe and cable locators are now available from Kennards Hire Test and Measure. These multiple frequency locators make your job easy. The 80mt traceable rod can even locate PVC pipe, so you have the ability to

locate all services on the one site, and with their ease of operation they are the right match for the first time user or the seasoned professional. Call us today.

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Business Advice

Why SEO Isn't Enough: 6 No-Brainer Reasons to Use Search Advertising



When most small businesses think of Search Engine Marketing (SEM), often the first thing to come to mind will be Search Engine Optimisation (SEO).

While having your website rank organically on Search Engine Results Pages (SERPs) is an important online marketing tactic, it's critical not to overlook the other half of the equation – search engine advertising.

Also known as PPC advertising, it's an easy, fast and cost-effective way to increase website traffic and drive lead conversion for your business. Learn from these six reasons for using PPC advertising to market your business online.

1. You Can Support Your Existing SEO Efforts

Research shows that only 15% of consumers scrolled past the first page of search results and when the top 3 organic results on a SERP are accounting for 60% of click-throughs. It's becoming harder than ever to rank on page one. Search advertising can help consumers find your business on that elusive first page.

2. You Can Get Found Immediately on SERPs

Search advertising can deliver immediate results, whilst optimising your website to rank higher organically could take countless days (and not to mention expertise!)

A search ad however will appear in search results very quickly after setting up your campaign and bidding on the keywords you want to rank for.

3. You Can Target Specific Consumers by Geography & Keywords

Search ads allow you to target specific geographical areas and keywords, such as certain products or services you offer, and focus your advertising efforts.

This means consumers may be more likely to click on your targeted and optimised text ad rather than a less-specific organic result that may or not be relevant.

4. You Can Try Different Text Ad Messages

Search ads allow for testing multiple headlines, messages, calls to action and more, so you can see which performs best with your target audience.

By running multiple ad groups within one campaign, each with a message that targets a different part of your business, you can narrow your audience based on the specific products or services they're looking for.

5. You Can Promote Seasonal and Special Offers

Search ads are great for promoting specials and seasonal offers, like a summer special on air-conditioning.

Since you can easily update your ad groups or text ads, you can remove the offer or replace it with another one in just a matter of minutes.

6. You Can Direct Consumers to a Conversion-Optimised Landing Page

Search engine ads are very effective for driving traffic to campaign specific landing pages. Running a special for \$100 off air-conditioning units?

Create a special landing page that provides details about your offer along with a clear call to action and conversion path. Having an optimised landing page can help you increase conversions from prospects that search for your business online.

We can't stress enough how a well-written, well-targeted, and well-executed search engine advertising campaign can help you get more customers online.

If you want to know more about how to get your business online to generate more customers.

Contact Brett Spears for a free, no obligation discussion.

Mob. 0413 484 159

ReachLocal Australia Pty Ltd

75 Hindmarsh Square, Adelaide SA 5000

1. ABC Net, 2011 "Searching For Online Transparent Solution", Josh Fear
2. Enquiro Search Solutions Inc., 2011

Business Advice Cont...

Privacy Changes

The New Australian Privacy Principles

New Australian Privacy Principles [APPs] will replace the existing National Privacy Principles for organisations other than Government agencies, and the Information Privacy Principles for Government agencies. The Act introducing these changes was passed on 29 November 2012, but a long lead-time was allowed to give businesses time to prepare. This time will soon be up.

Do these changes affect you?

Will you be affected by the changes? Take this test: Are you:

- an individual?
- a partnership?
- a company, association or other corporation? (i.e. are you any form of entity other than a Government agency?).

If yes, you are an organisation unless you are a small business operator or other prescribed entity.

Is your annual business turnover:

- more than \$3M?
- \$3M or less?

If it is less than \$3M, the business is a small business and you are a small business operator (unless you operate another non-small business). If you are an organisation that is not a small business operator, you will be an APP entity and you are required to comply with the APPs.

Small Businesses

The concepts of a small business and a small business operator are key to:

- determining whether you are an organisation that is subject to the APPs. The \$3M threshold does not apply to some specified businesses. Some of the main exceptions are that you will not be a small business operator if you, in the course of business:
- provide a health service to another individual, and hold any health information (other than in an employee record);
- disclose personal information about an individual for a benefit, service or advantage;
- collect personal information from anyone else, and provide a benefit, service;
- or advantage in return for the information; or
- provide services to the Commonwealth as a contractor or subcontractor.

A small business operator may elect to be an organisation subject to the APPs (although it is difficult to imagine why this election would be made) "...time is now running out for APP entities to put in place policies and procedures to comply with the APPs., and to prepare and make available an appropriate APP privacy policy. These matters should be given urgent attention."

Annual Turnover

The annual turnover threshold test of \$3M for a business may not always be straightforward to determine. The relevant turnover is generally the amount of the turnover for the previous financial year. However, if the business was not carried on at all in the previous financial year, it will be the turnover of the current year that is relevant in determining whether the business is a small

business. If the business has only been carried on for part of the relevant year, the turnover for that part of the year is grossed up to determine the annual turnover on the following basis:

- Number of days in a whole financial year
- Number of days in the part
- Multiple business and rated companies
- The obligations under the APPs are placed on an operator of a business that is an organisation and accordingly an APP entity. If the operator carries on any business that is not a small business, then the operator will be subject to the APPs for all businesses, whether or not other businesses operated are small businesses.
- For companies, a related company (holding company or subsidiary) of a company which carries on a business that is not a small business will not be a small business operator, even if the business carried on by that related company is a small business.

What are the main obligations?

APP entities should be familiar with all of the APPs. Some will be more relevant than others, depending on:

- the nature of the business of the entity and the manner of the collection, kind of information and use that is made of personal information collected by the entity
- The overriding requirements set out in APP 1 are about open and transparent management of personal information, as follows:
 - 1.1 The object of this principle is to ensure that APP entities manage personal information in an open and transparent way.
 - 1.2 An APP entity must take such steps as are reasonable in the circumstances to implement practices, procedures and systems relating to the entity's functions or activities that:
 - (a) will ensure the entity complies with the Australian Privacy Principles and a registered APP Code (if any) that binds the entity; and
 - (b) will enable the entity to deal with enquiries or complaints from individuals about the entity's compliance with the Australian Privacy Principles or such a Code. All APP entities must ensure that they have documented and verifiable procedures to comply with APP 1.1 and 1.2. The internal policies and procedures of an APP entity or compliance with the APPs need not be published, but APP 1.3 requires that:
 - 1.3 An APP entity must have a clearly expressed and up-to-date policy (the APP privacy policy) about the management of personal information by the entity. The APP privacy policy of an entity must be made freely available. Usually, this will be published on the website of the entity.

Please go to the PIA website for the complete article on the new Australian Privacy laws and your obligations.

Margaret Kaukas

Senior Associate

Donaldson Walsh Lawyers

The President's Lunch



*An entertaining networking lunch for plumbers, gasfitters
and the plumbing industry*

Keep your diary free

FRIDAY 17th OCTOBER 2014



Harass Your Local Councils

Our friends with multiple plumbing companies are once again putting their corflute signs up around Adelaide.

If they are on council property, the PIA advises you to ring and annoy your local council until they are removed.

If they are on private property such as SA Power Networks fences and stobie poles, you need to contact them and pressure them to remove them. Similarly for other private property the owner needs to be contacted.

The legislation that effectively controls these practices seems poorly framed in that the organisation prosecuting has to prove who erected them.

Councils should be able to simply expiate and recover the cost of removing them, then perhaps they might take an interest. We can't condone these advertising practices but it seems that nothing much will be done until everybody is doing it and the streets are cluttered with these signs.

Approval Path changes

In May 2014 the approval of water heaters installed under the National Construction Code 2013 Volume Two will be transferred to the National Construction Code 2014 Volume Three – Plumbing Code of Australia.

This will bring all of the approval process under the one code.

Left: Yet more classic high quality plumbing

Unfortunately after ringing 8 councils last year, the response about removing them was extremely poor. It seems that it requires some effort to do this and it's all too hard.



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Member Benefits

The PIA has a range of Member benefits available for members. Some benefits offer a considerable financial benefit to you. Others may be quite small due to the competitive nature of that industry. We recommend that you compare the deals with others and if the deal is not competitive contact the PIA so we can take the matter up with the provider. The BUPA Deal saves me \$400.00/year. So it is a great deal for me. Your savings will depend on the plan you select.

A good example of the benefits of the deals is the Bridgestone tyre deal. In 2012 I saved \$51.00/tyre for my wife's car. Last year when I went to buy tyres for my car, the deal was \$45.00 more than a competitor's best offer. The competitor had negotiated a

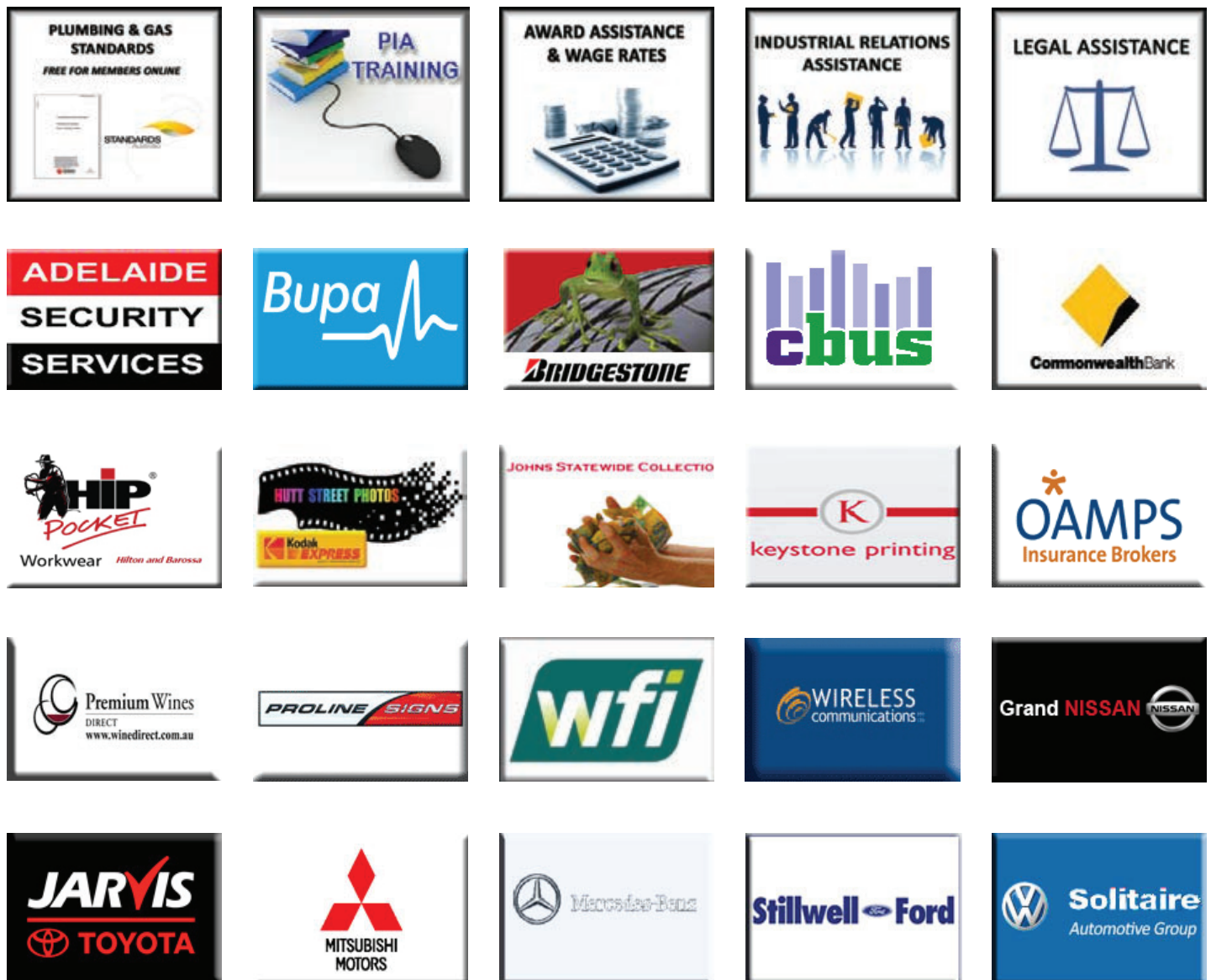
special deal with the manufacturer where they were able to offer four tyres for the price of three. In January this year I had a puncture that could not be repaired. I purchased a new tyre from Bridgestone for \$55.00 less than I could buy from their competitor.

Deals from suppliers to our benefit providers can make their offers very fluid because many markets are so competitive today.

Other benefits of the PIA include Industrial Relations advice, Human Resources advice, legal advice and business advice. if you have a problem or concern you call us and we will try to help. We're here to help but we need you to call us so we can assist

Benefits

Details of who to contact can be found in the Members Area under benefits and services. Below are just some of the benefits:





2014 PLUMBING & GAS ROADSHOW REGISTRATION

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Course Fees:

- PIA member with CITB subsidy: \$25.00
- PIA Member without CITB subsidy: \$75.00
- Non member with CITB subsidy: \$40.00
- Non Member without CITB subsidy: \$90.00

* Apprentices are not CITB eligible for this course

Please complete and return this form as soon as possible to register your place/s

Fax: 08 8292 4040 Email: admin@piasa.com.au

Please Tick	Day	Date	Time	Location	Venue	RSVP BY:
	Tuesday	18 th March	3pm – 6pm	Mt Gambier	Quality Inn Presidential Motel	11/3/14
	Thursday	20 th March	3pm – 6pm	Berri	Berri Resort Hotel	13/3/14
	Tuesday	1 st April	3pm – 6pm	Moonta	Seagate Hotel	25/3/14
	Thursday	3 rd April	3pm – 6pm	Victor Harbor	Anchorage Hotel	27/3/14
	Tuesday	29 th April	3pm – 6pm	Murray Bridge	Murray Bridge Community Club	22/4/14
	Tuesday	6 th May	3pm – 6pm	Port Lincoln	Hilton Motel	29/4/14
	Wednesday	7 th May	3pm – 6pm	Port Augusta	The Standpipe Golf Motor Inn	30/4/14
	Tuesday	20 th May	3pm – 6pm	Seaford	Seaford Hotel	13/5/14
	Thursday	22 nd May	3pm – 6pm	Gawler	Gawler Arms Hotel	15/5/14
	Thursday	12 th June	3pm – 6pm	Thebarton	Thebarton Community Centre	5/6/14
Specialised Session – Gas Only:						
	Tuesday	18 th June	3pm – 6pm	Thebarton	Thebarton Community Centre	10/6/14
Specialised Session – Plumbing Only:						
	Thursday	3 rd July	3pm – 6pm	Thebarton	Thebarton Community Centre	26/6/14

PLEASE NOTE THAT PAYMENT MUST BE MADE UPON ENROLMENT.

We will issue you with an invoice following enrolment. Your enrolment will be accepted once full payment has been made.

Name of Company:

Postal Address: Post Code:

Phone: Mobile: Fax:

Email:

Names of Attendees	PGE Number	Date of Birth	CITB Number
.....
.....
.....
.....

* Please note that whilst the PIA will make every effort to conduct the above courses, it reserves the right to cancel courses where there are insufficient numbers.

Precise Plumbing

Relining History



Above: Exposed Downpipe

SA Pipe Relining was recently contracted to reline several 140 year old downpipes at the historic mansion of Urrbrae House, as part of restoration works on the front façade of the heritage listed building.

Due to the age of the infrastructure and the physical location of the deteriorated

downpipes (located inside the ornate cast iron columns), the decision was made to rehabilitate while roof and gutter works were being completed.

As recommended by the lead architects, relining proved to be the most suitable method to rehabilitate the downpipes due to the nature of operating on the heritage listed site, eliminating any disturbance to existing infrastructure.

All work was planned and performed with minimal disruption to the original façade of the heritage listed building. SA Pipe Relining worked with the contracting builder and architects to ensure all work was carried out to specifications and timeframes.

SA Pipe Relining's technology can be customised to all size and shape downpipes (round, square or rectangle), eliminating the need to replace or re-route existing internal/external downpipes.



Above: Urrbrae House



SAPIPERELINING

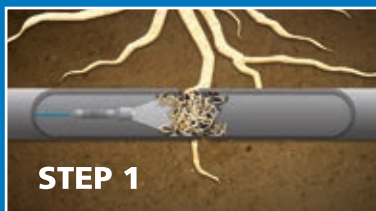


- Custom Liners
- Junction / Bends
- L.I.T's

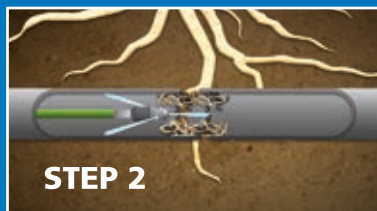
Call 1300 799 846

www.sapiperelining.com.au

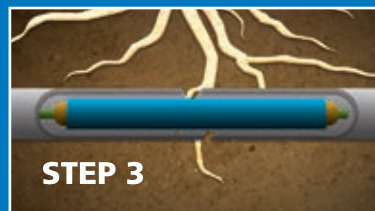
▶ Watch our product info video online...



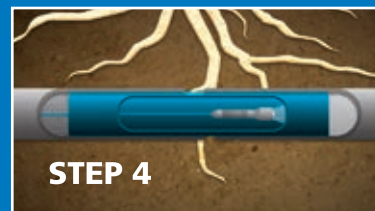
STEP 1



STEP 2



STEP 3



STEP 4

HELP EASE THE STRAIN ON OUR DRAINS

GOOD HOUSEKEEPING TECHNIQUES CAN LEAD TO INCREASED
PRODUCTION AND MINIMISE TRADE WASTE COSTS



- > Put down your hose and pick up the broom/squeegee/scraper and put solid wastes in the bin.
- > Dispose of used cooking oils and fats correctly and let boiling water cool before pouring down the drain.
- > Make sure your strainers, drain baskets and silt traps are the right size - and empty them regularly.
- > Identify and reduce equipment issues that lead to regular spills.
- > Create an efficient cleaning schedule to reduce your cleaning requirements.

KEEP UP THE GOOD WORK!

For industry specific wastewater management information, visit sawater.com.au or contact SA Water's Business Sustainability Group.
Phone: 08 7424 3753 Email: BusinessSustainability@sawater.com.au





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Receiving CITB Funding Assistance



ISO 9001:2008
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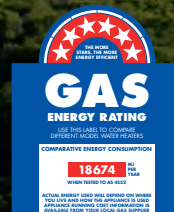


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