



May / June 2015

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- SA Water Policy Update
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SOUTH AUSTRALIA

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MPA DEBT RECOVERY KIT

The construction industry is going through a significant change with commercial projects of various sizes now having plumbing contractors big and small tendering for these projects. The margins are becoming tighter, the loyalty of years gone by are disappearing as price is now dictating the outcome.

Price has always been an important factor in the past but when all levels of contracting companies are fighting for the same work, the “mitts” are really off and it’s game on. Companies are reviewing their workforce models to ensure they can manage their workload. Staffing requirements are now based on a short term strategy as opposed to a long term employment plan.

This challenging environment places pressure on a key administration process that all companies need to monitor / manage and that is to have a capable and proficient debt recovery process. MPA has in the past held a seminar on this subject with the assistance of Natasha Hemmerling (Clarke Hemmerling Lawyers) and the feedback was fantastic.

Through my various meetings with members over the past month, it has become apparent that all members need to have access to this important information. So, MPA in conjunction with Clarke Hemmerling Lawyers will be preparing a comprehensive Debt Recovery Information Kit for members.

The Kit will contain the following information:

- Debt recovery letter
- Flow chart of recovery process
- Flow chart of court proceedings
- Debt collection agencies and their processes
- Frequently Asked Question (FAQ’s)

Keep an eye on MPA member emails for further details.

THE PLUMBING CODE OF AUSTRALIA

What is the PCA?

The Plumbing Code of Australia (PCA) forms Volume Three of the NCC, which is produced and maintained by the the Australian Building and Construction Board (ABCB) on behalf of the Australian Government and State and Territory Governments.

The PCA is given legal effect by enabling legislation in each state and territory which empowers the regulation of certain aspects of plumbing and drainage installations.

The PCA Goal

The goal of the PCA is to enable the achievement of nationally consistent, minimum necessary standards of relevant safety, health, amenity and sustainability objectives efficiently. This goal is applied so that -

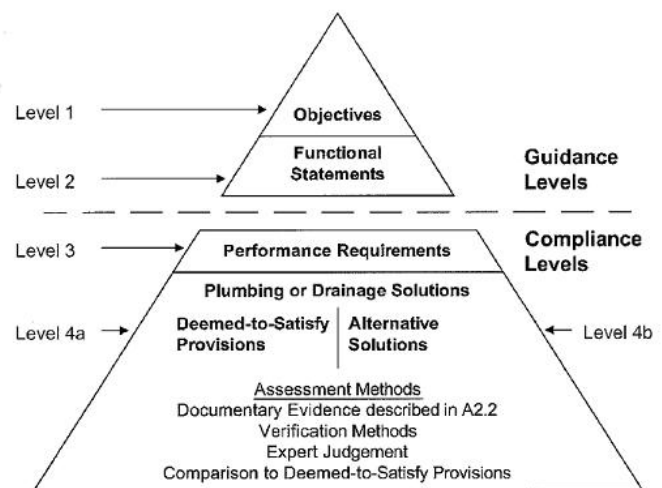
- there is a rigorously tested rationale for the regulation; and
- the regulation is effective and proportional to the issues being addressed such that the regulation will generate benefits to society greater than the costs (that is, net benefits); and

- there is no regulatory or non-regulatory alternative (whether under the responsibility of the board or not) that would generate higher net benefits; and
- the competitive effects of the regulation have been considered and the regulation is no more restrictive than necessary in the public interest.

What does the PCA cover?

The PCA contains the technical provisions for the design, construction, installation, replacement, repair, alteration and maintenance of—

- water services;
- sanitary plumbing and drainage systems;
- stormwater drainage systems;
- heating, ventilation and air conditioning systems; and



HEIRARCHY OF THE PERFORMANCE-BASED PC

- The performance-based PCA, as Volume Three of the NCC, is based on a similar performance hierarchy to Volumes One and Two. This provides for consistency in the operation of both the BCA and PCA
- The performance hierarchy of the PCA is shown below.

The following is an explanation of the terms used and how they operate in practice At level 1 are the objectives. These represent the reason the community wants a matter regulated. They are primarily expressed in general terms, and usually refer to the need to safeguard people from illness, injury or loss of amenity etc. An example of an objective from the PCA is:

- “Safeguard people from illness, injury or loss (including loss of amenity) due to the failure of a cold water installation”

At level 2 are the functional statements. These set out in general terms how a plumbing or drainage solution could be expected to satisfy the objectives (or community expectations). An example of a functional statement from the PCA is:

- “Sanitary fixtures, sanitary appliances and supply outlets provided with drinking water must have safe and adequate piped cold water supply”



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Editorial Cont...

At level 3 are the performance requirements. These outline a suitable level of performance which must be met by plumbing and drainage materials, components, design factors and construction methods in order for a plumbing or drainage solution to meet the relevant functional statements and, in turn, Objectives. An example of a performance requirement from the PCA is:

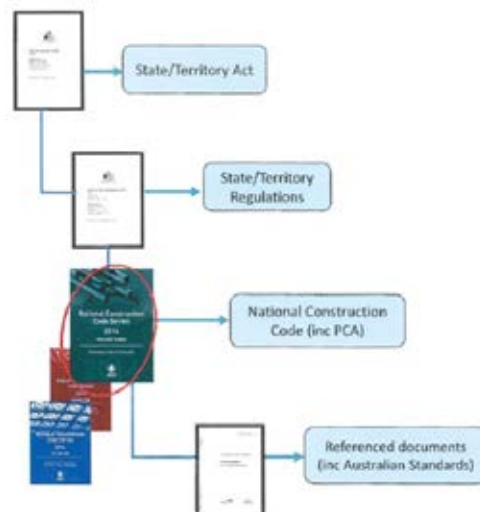
- “A cold water service must be designed, constructed and installed in such a manner as to provide water to fixtures and appliances at flow rates and pressures which are adequate for the correct functioning of those fixtures and appliances under normal conditions and in a manner that does not create undue noise”

Level 4 contains plumbing or drainage solutions that set out the means of achieving compliance with the performance requirements. The PCA provides for two methods that can be followed to develop a plumbing or drainage solution, as detailed at levels 4a and 4b, below.

- At level 4a are the deemed-to-satisfy provisions. These include examples of materials, products, design factors, installation and construction methods which, if used, will result in compliance with the performance requirements of the PCA. Currently, many, though not all, of the prescriptive deemed-to-satisfy technical solutions which can be used to meet the requirements of the PCA are set out within the AS/NZS 3500 series of Australian standards.
- At level 4b are the alternative solutions. The key to the performance-based PCA is that there is no obligation to adopt any particular design factor or construction method. A regulatory authority may still issue an approval if it differs in whole or in part from the deemed-to-satisfy provisions described in the PCA if it can be demonstrated that the solution complies with the relevant performance requirement.



Where the Plumbing Code of Australia fits into the Regulatory Framework



Please note that this is an extremely important part of the Plumbing Industry and the MPA will be looking at hosting information sessions in conjunction with the OTR on this topic to ensure there is a greater understanding of the PCA. Access the Plumbing Code of Australia is in the standards section of the Master Plumbers website.

Andrew Clarke
Executive Officer



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Residential Plumbing

Better Inspection Regimes

This quote from the movie *The Castle's* Darryl Kerrigan, "Tell 'em they're dreamin'," seems very appropriate. King Canute had more success holding back the tide than we have had trying to persuade the government to do something about better enforcement of plumbing standards. While we may be "dreamin," we're going to keep banging away until they do something.

The plumbing work that is the subject of this article is the second report we have received from different sources about this company's workmanship in recent months. The regulator expects plumbers and the public to report these cases but this can put the plumber reporting a matter in a difficult position, which could affect further work.

The regulator should be able to rapidly build a knowledge of plumbers doing poor work and then target them until they perform to a satisfactory standard. If that means the plumber will need to take more time and care, leading to quoting higher prices that is good for the consumer and competing plumbers.

The gully in this case was installed with a bend on the riser, something a second year is taught not to do in trade school because it is not to AS/NZS 3500 standards. Why did the plumber do it? We can only guess:

1. He had already run the overflow pipes for the hot water and needed to reposition the gully?
2. He had that fitting which brought the gully up to the correct height?
3. He knew and didn't care as long as it looked neat above ground.
4. He was under the influence of hallucinogenic drugs?

Whatever the reason and pardon the flippant conjecture with the fourth answer, the issue is that it was not done to Australian standards and if another plumber hadn't rectified it before the concrete paths were laid the original plumber would have been liable and uninsured by that decision.

It "may" never have been a problem provided a plumber never needed to use that gully to clear a blocked drain. The reality is that homeowner would have no idea who the plumber was and would end up paying for the non complying work to be fixed if and when a problem arose. The plumber knows this and probably trades on it.

We can't see how this problem can be eliminated without increasing the number of inspectors and inspections to ensure this does not happen. If you can think of a way to protect consumers and all the honest ethical plumbers some other way, please let us know.



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Residential Plumbing Cont..

Building Houses in Australia

House completion numbers and time taken 1993–2010



Source: Australian Bureau of Statistics 2010b, 2013b

A variety of factors are behind a long-term blowout in the time and cost taken to build houses in Australia

In a new report, the Australian Housing and Urban Research Institute (AHURI) says the average time taken to complete construction of a new home in Australia increased from 4.5 months in 1993 to 7.5 months in 2010. AHURI says a number of factors are responsible for this, including:

- Growing complexity of house design, which has led to longer and more complicated schedules (especially in terms of facades) greater customisation and subsequent growth in the total number of contracts. An increase in the number of double storey homes has been a factor as well
- The extensive nature of the contract system, which typically sees around 90 to 100 contracts involved in construction for each house and building supervisors typically grappling with 10 to 15 houses in different locations and at different stages of construction at any given time. This complicates the scheduling process, which in turn can lead to scheduling problems and delays in earlier contracts, creating a domino effect down the line
- Quality problems leading to building surveyors refusing to certify work, rework, and further inspections and rescheduling of subsequent tasks.

In its report, AHURI says that while prefabrication and modular construction have often been touted as solutions to construction efficiency, current prospects for systematic movement from labour intensive on-site production to capital-intensive off-site production were not great and that the impetus for any form of widespread uptake of manufactured products might be stronger when demand is rising but typically wanes when demand drops back.

Moreover, it said a growing trend toward greater choice was not conducive to the standardised approach of factory production. Even in the case of volume builders, the report said, a typical new display village could feature up to 50 different homes from multiple builders, and that further, each house design will offer a choice of facades, lists of optional extras and some choice for customisation of the floor plan. "In sum, there is little standardisation of house design," AHURI said in its report. "The design approach is characterised by considerable choice of models, choice of options, and provision for purchaser modifications. This approach to

house design does not provide the basis for easily moving on-site production off-site into factories." While not providing a long list of recommendations, the institute suggests policy makers and the industry look at how the workforce can be better trained to reduce rework and that programs designed to stimulate demand for new housing or create more affordable housing be reviewed and reworked to encourage innovation which could lead to shorter construction time frames.

The report comes amid growing concern over the cost of housing and the long-term adequacy of housing supply. In a research note published last month, for example, BIS Shrapnel estimated that Australia had a national housing deficit to the tune of around 100,000 and that median house prices have risen from around 250 times the average weekly wage in 1994 to around 425 times the average weekly wage today.

Meanwhile, the Housing Industry Association says that based on middle-range ABS projections regarding income and population growth, the number of houses being built would have to rise from an average of less than 160,000 per year over the past 10 years to around 186,391 per year if the nation is to meet projected needs between now and 2050.

Andrew Heaton

Editor's Note: All of this adds pressure for sub contractors to be paid less. One member recently informed the association that he is paid the same money to install a bath as he was 10 years ago. A 38% rise in building material costs in the last few years adds further pressure on sub contractor's rates. Housing affordability is one issue but so too is the issue of trades being paid a fair and reasonable amount for their skills. It's time the government got serious and do a proper review and come up with solutions and we don't mean 457 visas. The whole residential construction industry needs to be reviewed nationally and needs to include a wide range of matters:

- Breadth of product choice
- Consumer expectations and demands
- Planning and regulation and red tape reduction
- Cost of providing services to a site and alternative solutions
- Control of material standards
- New technology and materials
- Quality control
- Contract law
- Cost of land - one of the biggest factors impacting housing affordability
- and the list goes on.



SA Water Connections Policy Update

In 2013, the Essential Service Commission of South Australia (ESCOSA) became the economic regulator of SA Water. SA Water committed to reviewing several policies and their application during the first year of regulation. The connections policy was one of the policies reviewed.

The connections policy applies to all standard and non-standard connections and disconnections from our network to a property. It includes the information considered when determining if a connection or disconnection is standard or non-standard. We have identified that while changes do not need to be made to the principles of the policy, there have been occasional inconsistencies in how this policy has been applied.

To ensure a consistent and fair approach when determining if a connection or disconnection is standard or non-standard, we have made improvements to how these applications are managed by SA Water. These improvements include:

- Re-training SA Water staff to enhance their understanding and application of the policy
- Enhancing the estimation process by visiting the site of all non-standard connections and short extension estimates with the contractor
- Formal confirmation with the applicant in writing if their connection is determined to be non-standard
- Making the policy available on the SA Water website.

While these improvements will ensure a consistent and fair approach, it is important to note SA Water strongly encourages anyone looking to connect to its' services to contact SA Water first to discuss their particular circumstances.

To allow for a smooth transition of the application of this policy, SA Water will revert non-standard connection and disconnection charges back to standard charges where the applicant can demonstrate they tendered for the job prior to or on 28 February 2015 and that tender included a standard cost for connection/s and/or disconnection/s. If your work falls under this scenario, please contact a Connections Officer to discuss your connection application.

Jobs tendered after 28 February 2015, will be charged based on the classification of the works, i.e. standard or non-standard. All members of the Master Plumbers were emailed this information on the 16th February 2015.

Standard and Non-Standard Connections

SA Water's Connections Policy outlines the process SA Water follows when assessing an application for a connection or disconnection. The policy applies to all connections from the SA Water network to a property and includes the information considered when determining if a connection or disconnection is standard or non-standard.

If difficult construction conditions exist, (existing services in the construction path, underground water, trees, rock or requirements for traffic management etc.) The connection will be deemed non-standard and you will be required to pay all of the additional construction costs. The cost that you will be required to pay will be set out in a fixed quotation provided in SA Water's offer to connect. Any financial quote provided will be valid for 60 calendar days from the date of issue.

Please refer to the below criteria table as a guide for what will be considered as a non-standard connection. Please note that other attributes may be considered as non-standard including specific site requirements as determined by a site inspector. To determine whether a connection is standard or non-standard we will consider:

Criteria	Non-Standard Water	Non-Standard Sewer
Length/size of connection from main	- Length > 20m - Connection size > 50mm - Main size > 200mm	- Length > 20m - Connection size > 150mm - Main size > 375mm
Depth of connection	N/A	- Residential: deeper than 3.0m - Commercial: deeper than 3.0m
Geographical location	- CBD location - SA Power Network permits required for high voltage cabling - Contaminated sites - Train and tram corridors	- CBD location - De-watering locations - SA Power Networks permits required for high voltage cabling - Contaminated sites - Train and tram corridors
Traffic management requirements	- TSA Roads - Within 100m of a TSA road	- TSA Roads - Within 100m of a TSA road
Obstructions to construction	- Stormwater - Gas mains	- Stormwater - Gas mains
Fire Services	- Fire Service > 150mm - Isolation value required *Other criteria listed above is also considered when assessing fire service applications	N/A

Water and sewer disconnections in the CBD area will be considered as non-standard. For further information on connections and disconnections, please see SA Water's Connections Policy which can be downloaded from the website www.sawater.com.au.

If you require any further information about the Connections Policy or lodging a connections application, please contact a Connections Officer on 1300 650 951 or email cc@sawater.com.au



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In Brief

STC's

It is worth noting that if you are replacing a solar HWS with a completely new system, that you can obtain the STC rebate on the new system. You cannot make a claim if you only replace part of the solar HWS.

South Australian Employment Tribunal

Last year, Parliament enacted the South Australian Employment Tribunal Act 2014 establishing a new statutory tribunal. From 1 July 2015, jurisdiction over workers compensation disputes under the Return to Work Act 2014 will be conferred on the South Australian Employment Tribunal.

South Australia set to benefit from fully funded ReturnToWorkSA Scheme

ReturnToWorkSA has released its mid-year financial results, announcing a complete turnaround in the financial position of the scheme. The scheme has reversed the previous unfunded liability of \$1.132 billion at 30 June 2014 to record a positive net asset position of \$20 million.

As a result, the scheme is now fully funded, with a funding ratio of 100.7% (previously 71%). As a result the ReturnToWorkSA Board has announced that it will drop the 2015/16 average premium rate from 2.75% to 1.95% (plus WHS fee). This is the lowest in the scheme's history and is great news for SA businesses. ReturnToWorkSA attributed the remarkable turnaround in the scheme's financial position to two significant factors; the impact of the legislative reform announced by the South Australian Government and the ongoing active management of the scheme.

Review of Redundancy Provisions

The Fair Work Commission's review of Category 4 Awards which includes the Plumbing and Fire Sprinklers Award 2010 has been deferred by the Commission from March until the latter part of 2015. Any opportunity to amend the provisions for redundancy will not be considered until then.

Spotted

A member spotted this sign in a retailers store with an addition in text, by someone who is obviously aware of both the dangers of untrained people installing their own gas and the likelihood they will have to get a gas fitter in anyway because it won't work.

The same weekend we received the photograph one of our Field Officers was in a retailer's store and saw a customer looking at the gas fittings and he commented to him, "...looking at using that pipe are you?"

He said, "I'm looking at extending the gas out to my BBQ, do you know what I should do?"

The staff member said, "yes, use a licensed plumber, if you don't know a plumber here is my card. Call me and I'll help you find a plumber."

You have to be a licensed pharmacist to dispense drugs and a registered doctor to prescribe drugs because they are potentially lethal or addictive but it is okay to sell products that if installed incorrectly could result in an explosion causing death or serious injury?



Work Placement

One of the issues facing students wanting to obtain an apprenticeship, is securing a two week work placement block to gain the valuable experience they need to compliment the courses they are undertaking. The Master Plumbers Association are currently building a database of work placement hosts, so if you are able to assist from time to time, please email us at apprentice@mpasa.com.au and we will add you to our list. Your anticipated support is greatly appreciated.

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Dux Manufacturing Announces an Exciting Future Ahead



2015 is shaping up to be a year of change for Dux Hot Water. At the end of last year, Dux Manufacturing was purchased by Noritz Corporation, an international hot water powerhouse and Japan's leading manufacturer of residential and commercial water heaters. Dux is one of Australia's leading manufacturers of storage and solar water heaters, while Noritz specialises in gas continuous flow water heaters. The focus, according to Dux, is very much about leveraging Noritz's technical capabilities to build better and more competitive tanks in Australia, as well as introducing new and improved water heaters.

"We are proud to be part of Noritz Corporation," said Simon Terry, Dux CEO. "Noritz has a clear focus on hot water, producing over two million water heaters annually. Japan is one of the world's highest users of hot water and arguably the world-leader in hot water systems. We are delighted to be able to take advantage of this expertise."

"We are very excited about working together with Dux staff and network to achieve further growth of the Dux business," said Soichiro Kokui, President and CEO of Noritz. "Noritz will bring a significant amount of water heating technology, new products and expertise to the Dux business that will contribute to a very strong and exciting future. Noritz is committed to continue to provide high quality products and services to Dux's customers in the Australian market. We believe the combination of Dux and Noritz is an ideal partnership."

Dux is committed to building on the success of the Prodigy 5 gas storage water heater and Noritz's expertise with gas will provide the opportunity to do this. The Dux Prodigy 5 is the only 5 Star gas storage water heater that has the same footprint as old 3 Star gas storage water heaters, and allows the tank to be recessed back into the existing position without the need for further alterations.

In South Australia, Dux is known as a trade brand in a domestic market that has a focus on storage water heaters. However, with a number of legislation changes that started in 2008 and the most recent just last year, the Australian domestic hot water market has shifted its focus from storage water heaters to continuous flow. Dux believes that Noritz's expertise will allow the business to expand further into this market with a complete range of products.

Dux's commitment to the South Australian market has been marked with the return of Sales Manager, Steve Wright. Steve has a vast amount of experience in the plumbing industry, is very well respected and advises that he is very much looking forward to working with Dux's customers.

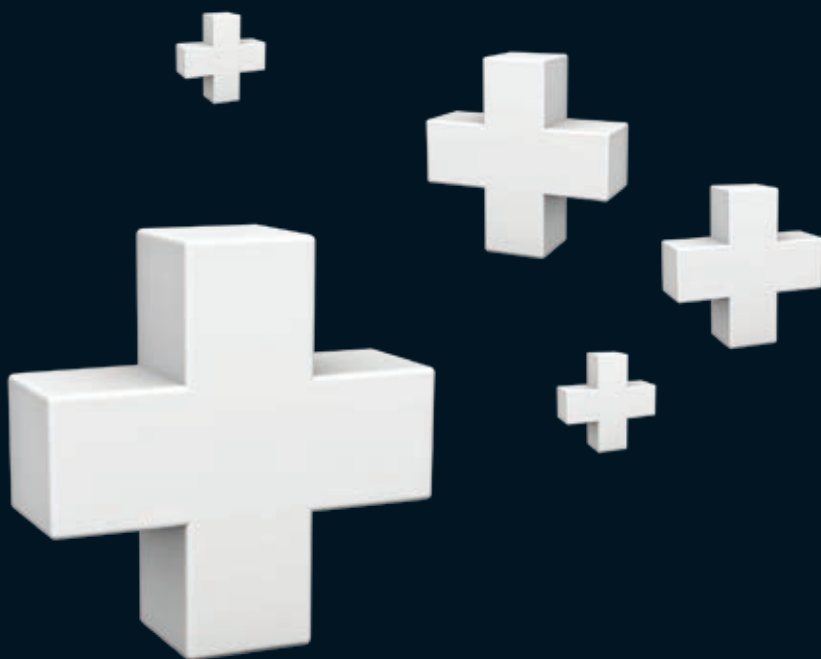
This year also marks the 100th birthday for Dux. "We're proud of the fact that we have been making water heaters for Australian homes since 1915," said Simon Terry. "Our rich, century-long history of innovation enables us to not only look at our hot water achievements of the past, but it also brings the future into focus."

An exciting future certainly seems to be heating up.



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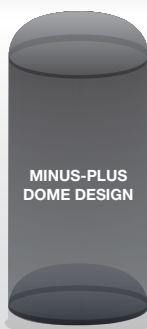
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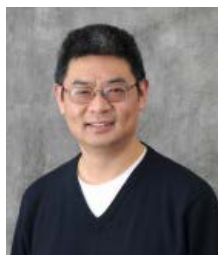


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New Wastewater Processing Methods



A professor from the Missouri University of Science and Technology claims to have developed a range of new methods for processing wastewater that could achieve a complete turnaround in energy consumption and result in a cleaner and purer final product. One of the key new methods developed by Dr. Jianmin Wang, professor of civil, architectural and environmental engineering at Missouri University

of Science and Technology, is the counter-intuitive measure of making the environments in which waste-consuming microorganisms reside slightly more hostile for them.

Wastewater plants usually maintain an oxygen concentration of two milligrams per litre in order to sustain the microorganisms that are used to treat the wastewater by feeding upon its noxious contents. Wang said this volume of oxygen is enough to make the microorganisms "happy," with conventional wisdom dictating that a lesser amount of oxygen would make it more difficult for them to flourish.

According to Wang, however, it may be of benefit to the purification process to subject the microorganisms to harsher conditions by reducing oxygen concentration levels. Wang believes a lower concentration of oxygen – perhaps 0.5 milligrams per litre, may leave the microorganisms disgruntled, but would also prolong their lives and prompt them to do a better job of purifying the wastewater.

"You can make them a little unhappy," said Wang, "because bugs do not have a union." In addition to compelling the microorganisms to do a better job of chewing through impurities in wastewater, reducing oxygenation levels can significantly cut down on the energy consumed by aeration of the processing tanks. According to Wang, these reduced oxygenation levels mean you can employ 30 per cent less energy for the aeration of wastewater tanks while achieving equivalent purification results.

The method is also so simple that it doesn't even require the retrofitting of more complex or sophisticated equipment on pre-existing wastewater treatment facilities – it simply involves dialing down aeration amounts. Another wastewater treatment process developed by Wang is capable of producing superior effluent quality by expunging organic pollutants as well as nitrogen and phosphorus nutrients.

The Alternating-Anaerobic-Oxic (A30) process achieves this without the use of chemicals, while employing 10 per cent less energy compared to the conventional pre-anoxic process. Wang claims his method results in far greater total nitrogen and phosphorous removal, resulting in effluent that contains just five milligrams of total nitrogen and 0.5 milligrams of total phosphorus per litre.

The widespread application of the process could make a major contribution to efforts to deal with the eutrophication of surface water around the world – a major problem for global supplies of potable water. Eutrophication refers to the injection of excessive amounts of chemical nutrients such as nitrogen and

phosphorus into an ecosystem. This has a highly adverse effect upon water quality by fostering the growth of algae blooms that deprive other aquatic flora and fauna of oxygen and produce toxins that render water undrinkable.

Wang has also devised means of converting wastewater sludge into biogas energy by means of a self-mixing anaerobic digester, which operates without the need for an external energy source. Wang estimates the cumulative impact of his technologies could be a net energy gain of 10 per cent, as opposed to the 26 per cent net energy usage of the wastewater industry at present.

This remarkable turnaround in energy consumption alone could have major ramifications for the environment and carbon emissions, given that as much as 0.8 per cent of energy used in the US is for the treatment of wastewater. One of the systems devised by Wang is also highly likely to be adaptable to retrofits of buildings, given that it is compact enough to be transported by vehicle. His small-scale deployable baffled bioreactor (dBRR) is currently being tested at the Naval Surface Warfare Centre in Carderock, Maryland.

The unit has proven to be 88 per cent more energy efficient than army guidelines when used to purify municipal wastewater, resulting in high effluent quality with low biochemical oxygen demand and suspended solids.



Marc Howe



Non-Conforming Products (NCPs)



Non-Conforming Products (NCPs) are a significant problem in the building and construction sector which must be addressed, industry leaders say. Housing Industry Association (HIA) senior executive director of building, development and the environment, Kristin Brookfield, says a number of factors are leading to a growing prevalence of faulty products in the sector. These include an increasing global marketplace, a growing volume of purchases being made online, gaps in the regulatory environment, the power of some retail chains to use their size to ignore and growing pressure to cut costs.

"Building products are now a global market," Brookfield said, adding that this is especially the case for smaller, lightweight products which are easily transported. "Online purchasing is now possible and has brought uneducated buyers into the market who are unwittingly buying goods that are not fit for purpose. There are many Australian building product manufacturers, however they are competing in this global market, and as with much manufacturing in Australia, they are competing on price for labour."

"Australia's framework for managing building materials is limited. Whilst we have a national building code and many of the necessary technical standards, oversight and checking is left to the last people in the supply chain - the builder and the building inspector. By leaving the regulation to the last possible moment, manufacturers and suppliers can still retail building products that may not be fit for purpose." Brookfield's sentiments are echoed by Australian Industry (AI) Group chief executive officer Innes Willox, who talks of a lack of independent verification and visible regulatory authority in the building and construction sector, which he says is making the conformance framework "ineffective and unfair."

These comments come after debate about the growing prevalence of NCPs within the sector intensified last year following a national recall of about 40,000 electric cables in August. The cables were found to have poor quality insulation that could lead to premature degradation and risk of electric shock or fire. That recall followed an earlier report from Ai Group which highlighted widespread prevalence of NCPs across a



range of construction product segments, with steel, electrical products, glass and aluminium products as well as structural plywood being particularly affected. Such concerns have been heightened by recent media reports about asbestos being found in cheap plasterboard products from China as well as gaskets, trains, mining equipment and other vehicles. In response, the sector has ramped up efforts to tackle the problem. Together with HIA and others, Ai Group last year formed a coalition group known as the Construction Products Alliance to raise awareness about NCPs within the industry and engage with policy makers and regulators about how to improve surveillance and certification.

Meanwhile, a number of industry groups contributed to work behind a comprehensive guide published by the Australian Procurement and Construction Council to help builders achieve compliance with the requirements of the National Construction Code from a procurement perspective. Action is also happening at a more detailed level. The Australian Windows Association, for example, operates a 'dob-in-a-site' scheme which enables individuals to report any instances where they believe a builder has installed non-compliant windows or doors on a confidential basis. The AWA forwards any complaints to authorities where the builder concerned is unable to prove compliance.

Brookfield says there is no single solution and that the best thing is for industry bodies to help raise awareness of the issue and provide practical advice within the sector and engage with policy makers and regulators about how to strengthen certification regimes. She notes the consequences of NCPs are serious. "The most concerning area of failure in building products will always be those that relate to safety," Brookfield said. "The national recall of poorly insulated electrical cable was the most recent example of this last year, but products like windows, structural steel, structural bolts and even timber products used as the formwork for concrete have had significant failures in recent years." "HIA is extremely concerned that the builder is often the only person with any responsibility to make sure the products are fit for purpose and purchases made in good faith can still lead to them having a role in 'fixing' a problem."

Andrew Heaton

Editor's Note: The Master Plumbers Associations nationally is supporting the Construction Products Alliance and in South Australia we have been actively lobbying that there needs to be some restriction of complete gas piping systems being sold to consumers, by some retailers, before someone dies.



Eco Plumbing

Greywater Died in 2012

During the last drought there was huge interest in water conservation and recycling. The Eco-smartplumber website received 10,000 unique visitors a month.

There was huge interest in greywater but with the coming of rain, interest from the public in water conservation didn't just wane, it died. Visitors to the Eco-smartplumber website dwindled to a paltry 170 visitors a month.

Greywater was very problematic because government was ill prepared to allow the installation of such systems.

Even today, those wishing to install must jump through a number of hurdles and the majority who consider undertaking this process will probably not proceed when they do a cost/return analysis.

Simon Jackson had made a decision that he wanted to minimise his water and energy footprint. The process has been a real journey for him. So much so that he has become the South Australian agent for Nubian Waters after exhaustive research and a long process of dealing with multiple government agencies.

Simon recognises that only some will have the desire and resources to install a greywater system. So why did Simon opt for a Nubian system and how does it work?



Above: Close up of the Nubian System.



Above: Nubian system installed at Glen Osmond.

A Nubian System can be installed above ground, avoiding excavation costs. The system has three stages in the process of treating greywater.

1. Separation of lint and other coarse materials to prevent blockages and fouling of the water.

2. Water flows through a bed of proprietary media in the processor. Contaminant removal is achieved through filtration, absorption and microbial induced aerobic degradation treatment.

3. Ultraviolet (UV) disinfection completes the treatment process before water is stored for recycling.

Plumbing from the toilets and kitchen sink must go to sewer. The Nubian GT600 Greywater System is now fully accredited in Australia.

The combined treatment processes achieve a very high degree of organic, nutrient and pathogen removal.

An average house will produce around 1200 litres of greywater /day and the Nubian System is designed to cope with the peaks and troughs of a household and exceeds NSW Health Guidelines.

If peak flows exceed the systems storage system they are then directed to sewer or to an onsite wastewater system in unsewered areas.

Health SA has now accredited the system in SA for use in above ground irrigation systems but unlike some states does not approve the recycled water for toilet flushing.

A condition of accreditation in each state is that there must be a regular maintenance program. In SA, this means every six months and the UV light must be replaced annually. The Biomass media must be replaced every three years.

The whole system is designed to meet ecologically sustainable development principles with minimal noise from the small pumps and blowers and where possible are submersible units.

In Plumbing SA's visits we could smell almost no odour even when the processing tank lid was lifted and we looked directly down into it and there was certainly no detectable odour when the lid was on.

There are some early signs that we may be returning to drought and for those committed to maximise their recycling and minimise their ecological footprint the Nubian Greywater System is one option worth considering.

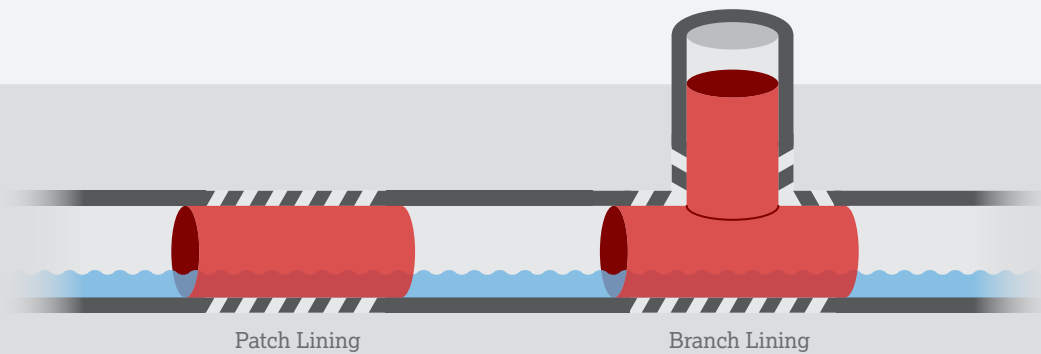
For further information contact Simon Jackson
m: 0418 451 142



Above: Pumps to operate the Nubian system.

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Financial Advice

How more sales can cause cash-flow problems

The age-old question accountants get asked by business clients is “how come I’ve made more profit but I don’t have anymore cash?” The answer to this question lies in the issue of the ‘cash-flow cycle’. The ‘cash-flow cycle’ is an issue often overlooked by small business owners, until business starts to grow and they beginning to experience ‘cash-flow squeeze’. Let me explain how it works. In the diagram below you can see a timeline of 365 days.

Cash-flow Cycle



90 Days Negative Cash-flow!!

The diagram shows:

- Before you can sell anything you have to buy something i.e. stock or it could be labour
- Depending on your sales cycle i.e. how long the stock sits in store, you may hold onto stock for 60 days
- Depending on the terms you get from suppliers you may have to pay for that stock after 30 days – which means you have 30 days negative cash-flow
- Depending on your accounts receivable management you could wait 60 days to get paid – which adds another 60 days negative cash-flow
- This adds up to 90 days negative cash-flow.

This means your money has been somewhere other than your bank account for 90 days i.e. in the bank account of your supplier and your customer. This is referred to as ‘funding the sale’. This is also known as ‘working capital’ which means that you need to have a certain amount of money to fund sales all the time.

The above causes a problem when growth occurs because the issue just gets bigger. If a business isn’t working to minimise the number of days stock is in store and the number of days customers are taking to pay, then the problem just gets worse when sales grow. Sometimes businesses become very focused on increasing sales and the issues of stock movement and accounts receivable get ignored or are not considered worth investing in. This is why growth can often kill what appears to be a good business.

In a ‘service based’ business, jobs or ‘work in progress’ can cause a cash flow squeeze if billing and payment terms are not well managed. It pays big time to calculate a billing and payment programme with customers, taking into consideration the payment for materials and labour on a job. The ideal is to ask for a decent deposit up front to cover as much of material costs as possible, then progressive payments to cover labour.

A lot happens to cash on its journey from the sale to your bank account. If you are planning to grow your business you must understand this phenomenon or you could be heading for problems. Download a copy of the Ebook ‘How to control your business cash-flow... and keep some for yourself’ at <http://info.cfoonline.com.au/how-to-control-your-business-cashflow>



Sue Hirst

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**To find out more contact the Master Plumbers Association
p: 8292 4000 e: admin@mpasa.com.au**

Response to the Toyota Gold Fleet Deal has been very strong from members. The savings are significant and we encourage members to check out the other member benefits that are available to you.

These can be found in the member's only area under member benefits. Click on the tile of the benefit you are interested in and all of the contact details and general information can be found there.

Discounts and benefits are offered through many avenues today so check any deals carefully and please provide us with feedback if our deals are not competitive.

In my own experience one benefit provider's deals are usually very good but occasionally a competitor is able to obtain a super special deal from a supplier that no-one can match.

If I was a sole trader I would certainly have saved the cost of my membership over the last 12 months on the benefits I obtained.

We are currently reviewing two new offerings and hope to announce these in the next issue of PlumbingSA. Financial benefits however are just one benefit of membership. In this issue we have published a two page listing of many of the benefits membership of an association provides. Check them out and make sure you are maximising your membership.

Facebook

Last year we finally launched our own Facebook page and in March we ran a promotion to encourage members to "like us" on Facebook.

Garry Mott from Mott Property Services was the lucky winner of a Garmin Vivo fit Fitness Band after liking Master Plumbers on Facebook. Congratulations Garry.



Above: Garry Mott from Mott Plumbing receiving his Facebook prize

Jarvis Toyota



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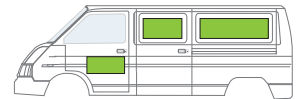
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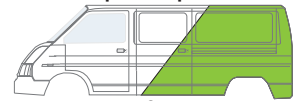


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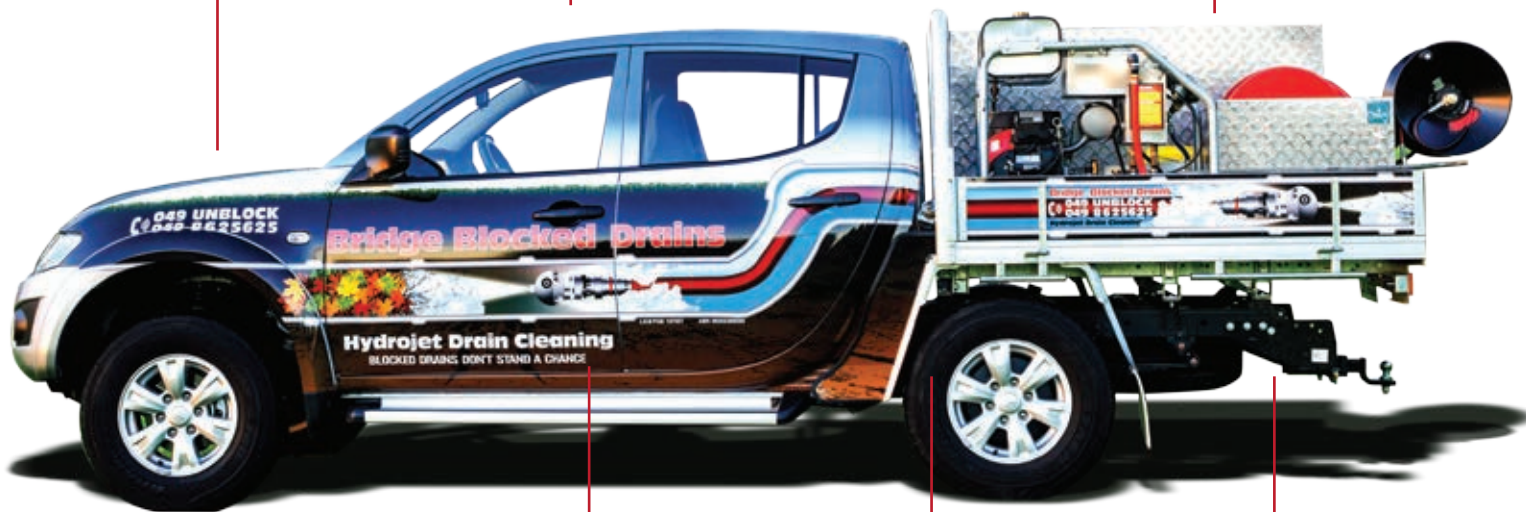
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Living Water Smart



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Darwin Region

Most people who know Darwin, know that it enjoys a tropical climate with lots of rain in the wet season. So much rain in fact that around three quarters of the city's residents believe the water supply is infinite. This is a myth. What many people don't realise is, that the Darwin region needs to be saving water to take the pressure off its limited water supply.

That is where the Living Water Smart project comes in. A recent initiative of the Northern Territory's Power and Water Corporation, Living Water Smart aims to save 10 Gigalitres of water over five years, which is equivalent to three months average water supply in the Darwin region. So why does Darwin need to be water smart? Darwin residents use twice the amount of water that other cities with similar climates, such as Cairns and Townsville.

The population of Darwin has skyrocketed over the last 15 years and as more people are choosing to live, work and invest in the region, Darwin is getting to the stage where the water supply cannot keep up with demand. The city on average gets about two metres of rain a year, but it is in the wet-dry tropics, meaning it endures what is, in effect, a drought for seven months each year. Rainfall also varies from year to year. If there are a few years with lower than average rainfall, the water supply could get extremely low. "Living Water Smart is about planning for the future," Project Manager Mark Wiltshire said. "We tell residents they can still be water smart without sacrificing their tropical lifestyle and that lifestyle is something Darwinites hold very dear. "The best way for us to extend our water supply is to be more efficient with what we have, deferring the need for costly infrastructure for a new water source."

Darwin plumbers get on board

Several Darwin plumbers and irrigation specialists have joined together with Living Water Smart to help residents and businesses become more water smart.

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Northern Territory

in Tropical Darwin

Providing water efficient plumbing products and services is a valuable part of the service that Living Water Smart provides. The service removes as many barriers as possible for the homeowners and business owners to save water, including a free Water Efficiency Service for any resident or organisation wanting to be more water efficient or save money on their water bills.

Water Efficiency Consultants visit each property to conduct a thorough audit of where water is used, including indoors and outdoors. After more than 100 audits, Living Water Smart has found that more than half of the participants have a water leak of which they were not aware. "Sometimes the leak may seem small and insignificant, but over a period of a year it can add up to a considerable water and financial loss", Mark Wiltshire said.

"At one business we found a leak that was costing the owner \$1500 per month, which could have become a staggering \$18,000 per year if not found." Darwin home or business owners can access a wide variety of rebates for the garden and indoor appliances, as well as a Plumbing Services Voucher to the value of \$100. Plumbers who are registered with the Living Water Smart project have been helping find or fix leaks, installing flow regulators or aerators, and 4 star WELS rated toilets.

Plumber Paul Mulej from Darwin's P&K Plumbing says he became a registered supplier for Living Water Smart for the extra work opportunities and to help people with water savings. "We tell customers that a dripping tap left unrepaired can

cause major damage to the tap seat which may result in having to replace tiles and sections of walls to replace the tap – so it is better to fix any leak straight away." Qualified plumbers can also assist with the installation of garden irrigation equipment if the homeowner or business owner is eligible for a Garden Irrigation Voucher up to the value of \$300 for homes, and up to \$1200 for businesses.

Invitation to Darwin Plumbers

Living Water Smart would like to invite more Darwin plumbers to become a registered supplier with the project. If your business is based in Darwin and you would like to find out more contact Living Water Smart on (08) 8995 5861 or info@livingwatersmart.com.au

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Selter Shaw Plumbing Pty Ltd
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Hot Products



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Rinnai Infinity 26 Touch continuous flow hot water, the next generation of wireless temperature control technology is easier to install than ever before. Wireless controllers mean no messy controller wiring, no additional drilling, and no extra time wasted... simply clip in and move onto the next job! The Infinity 26 Touch comes ready to go. Featuring a wireless controller and pre-connected transceiver supplied

with the unit, you no longer have to bother with sourcing separate components. Installers only need to mount the weatherproof transceiver under or near the unit during normal installation of the hot water system. Using a 'quick connect' system, the transceiver easily clips in, requiring no tools or electrical certification. Once it's in, simply hand the controller to the end user to start using right away – it's that easy.

- 6.1 Star equivalent energy rating*
- High quality internal components
- Inbuilt Puretemp temperature stability technology
- Set temperatures every time
- 12 year limited warranty on heat exchanger

*Tested in accordance with Australian Standard AS4552-2005

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Milwaukee® introduces M12™ Compact Vacuum

Milwaukee® Power Tools introduces the M12™ Cordless Compact Vacuum. The new M12™ Cordless Compact Vacuum delivers superior power for the removal of wood, metal and other common debris whilst utilising a high efficiency motor to deliver up to 29 minutes of continuous run time on a single charge*. Fully equipped with three versatile attachments, the M12™ Cordless Compact Vacuum suits a varied range of applications, making a rough and tough job-site clean-up quick and easy. Included is a crevice tool that gives the user access into tight spots, a utility nozzle for larger surface area clean up and an extension wand that allows users to extend their reach and use the vacuum while standing. The vacuum also has a 32mm (1-1/4") universal connection to fit most standard vacuum attachments.



The vacuum also features a reusable pleated filter and a lock-on switch to reduce user fatigue during extended use. For more information, please visit the following link <http://www.milwaukeetools.com.au>

*Using a 4.0Ah battery.

FEATURES

- High performance motor with best in class suction
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- Clear view window to easily identify canister fill level
- Universal 32mm nozzle
- 3 versatile attachments included to suit a wide range of applications (crevice tool, utility nozzle and extension wand)
- M12HV-0 (tool only)
- RRP \$119.00 (Batteries and Charger are sold separately)

SPECS

- Air Volume (LPM): 934 (33 CFM)
- Canister Volume: 0.6L
- Nozzle Dimension: 32mm (1-1/4")
- Pleated Filter: Reusable
- Length (no attachments): 470mm (18.5")
- Weight (tool only): 1.5KG (3.4lbs)

For more information on the full line of Milwaukee® power tools and accessories call 1300 361 505 or visit their website milwaukeetools.com.au



Viega continues to innovate with ring jaw sets

"Viega developed the ring jaw sets in response to customer feedback and ongoing research and development," says Robert Hardgrove, Viega's technical manager / strategic projects in Australia. "We knew these sets would appeal to plumbers, as they provide them with greater flexibility – plus they're ideal for being used in confined spaces." The ring jaw sets are designed for pressing DN15-DN32 for use with the Picco

tool, and DN15-DN50 for use with the Pressgun 4B or Pressgun 5. The individual ring jaws can be placed around fittings which are very close to surfaces and other obstructions, and then pressed using a clamping jaw fitted to the pressing tool. The combination of a 360° positionable ring jaw, a 180° rotatable tool head and the 180° tool pivoting range during pressing makes virtually any tight spot accessible. "This makes these ring jaws particularly convenient in repair/refurbishment work where access is often limited," says Robert. "The ring jaw sets plus swivel tool heads means infinite adjustment for really tight spaces."

Using the ring jaws sets is also likely to make the lightweight Pressgun 5 more attractive to a wider range of plumbers and mechanical services companies – particularly as the tool is more compact and lightweight than its predecessor (it weighs just 3.2 kilograms). The rings jaws are available in cased sets without a clamping jaw which is unique to each machine. The clamping jaws are available separately, eliminating additional cost for Pressgun 4B owners who already have a clamping jaw for use with the DN40-DN100 ring jaws. And for convenience, the ring jaw carry cases have been designed with moulded storage for the pressing jaws to suit Picco, Pressgun 4B and Pressgun 5 tools.

www.viega.com.au



New Rheem Heavy Duty Gas BMS Interface

Remotely provides real time water heater status

Rheem Australia has released its new Rheem Heavy Duty Gas BMS interface module – and it's designed to make life easier for facility managers. The new module enables the interface between individual gas water heaters and building management systems to remotely provide facility managers with real time water heater status. Identifying any issues is



www.mpasa.com.au

Hot Products Cont...

simple, with the module providing a run/fail signal via voltage-free contacts (common, N/O, N/C). It also features an on board LED status. Suitable for both new installations and retrofitting to existing water heaters, the module mounts to the outside of the water heater and is provided with common, N/O and N/C contacts for field connection by on-site trades. The module is also ideal for indoor and outdoor installation. Operation modes include:

- RUN (N/O): water heater is heating water or is at temperature (green LED)
- FAIL (N/C): gas valve lockout or over-temperature cut-out trip, or loss of power supply (red LED or no indication)

The new Rheem Heavy Duty Gas BMS interface module suits Rheem models 621265, 621275, 631265 and 631275. Its dimensions are 231mm (h) x 112mm (w) x 78mm (d).

For further information contact Rheem technical advisory service on 132 552.



Cooke Precast Introduces E/One Pressure Sewer System

E/One complete packaged pressure sewer pumping systems are now available in South Australia. The systems transport wastewater from property to discharge point after macerating solids into slurry. The small diameter polyethylene tank is shallow, does not need grade and is fully sealed thus eliminating groundwater infiltration.

Features:

- Exceptionally easy installation
- Fully engineered rotationally moulded collection tank
- 600 diameter low profile bolt down access lid
- Fully submersible epoxy coated cast-iron grinder pump
- Integral level control and anti-syphon valve assembly
- Sentry protect plus alarm panel
- Remote sensing and control via mobile phone network compatible

Specs:

- 800mm diameter x 2100mm deep ... 700 litre capacity
- 1 hp, 0.75 Kw Dual O-Ring sealed motor
- 125mm Grinder mechanism
- Design head capability of 56 metres



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CS65 Reporting Monitor

Building upon a proud heritage of delivering innovative tools to the market, Ridge Tool Australia announces the SeeSnake CS65 digital reporting monitor as part of RIDGID's commitment to continual development of technological precision products. The CS65 monitor provides the complete digital reporting solution to capture video and images onto one or two USBs.



The Ridge Tool Company is a world leading manufacturer of professional quality pipe and tube working tools serving the plumbing, mechanical, construction, HVAC, location and facility maintenance industries. The RIDGID® trademark is recognized by professional tradespersons and engineers for uncompromising product quality, performance, durability and service.



Ridgid ST-33Q+ Long Range Line Transmitter

Building upon a proud heritage of delivering innovative tools to the market, Ridge Tool Australia announces the ST-33Q+ long range transmitter as part of RIDGID's commitment to continual development of technological precision products.

The RIDGID ST-33Q+ transmitter with Bluetooth® is the ideal transmitter for inducing current onto a target line. It will also direct connect using any frequency from 10Hz to 490kHz* with power up to 10 Watts. The ST-33Q+ also allows the flexibility of using D-Cell alkaline batteries or 18V rechargeable RIDGID batteries for minimal interruptions on the job. The new Bluetooth® feature on the ST-33Q+ allows you to finish complex locates faster by wirelessly changing the transmitted frequency from the SR-24 receiver from up to 182 meters away.

Features

- Distance - Induce over 8 times more current than traditional transmitters. More current means you can walk and trace further than ever before
- Versatility - Power options include Lithium-Ion 18 V rechargeable battery, six D-cell batteries, or an external 10-28 VDC power source
- Accuracy - Induce more current at lower frequencies. Lower frequencies are less prone to jump onto other lines in congested areas reducing distortion and increasing accuracy
- Speed - When used with a SR-24 Bluetooth®-enabled locator, you can control the ST-33Q+ settings wirelessly from the SR-24 receiver. Change transmitted frequency remotely from up to 200 yards away.

Specifications

Frequencies

Direct Connect (pre-programmed):	128 Hz, 1 kHz, 8 kHz, 33 kHz, 93 kHz, 262 kHz
Direct Connect (user programmed)	Any Frequency from 10 Hz – 490 kHz*
Induction	8 kHz or 33 kHz

For more information contact

Ridge Tool (Australia) Pty Ltd

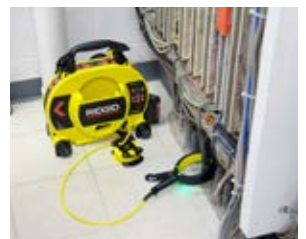
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Hot Products Cont...



Tradelink

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Raymor offers above market-standard warranties on each of its products. In addition, the brand has built large stock buffers on all products while maintaining the highest level of quality. The new Raymor range is available exclusively through Tradelink and Northern's Plumbing Supplies. For further information visit www.raymor.com.au



Mobile Website

Dial Before You Dig has recently launched its Mobile Web Service. Put simply, it is our normal online service configured to fit a smaller (mobile) device - so there is no need to download a separate app for access.

Customers accessing the website from any mobile device will automatically transfer to the mobile version of the site.

Just visit www.1100.com.au and click on Lodge an Enquiry. The current Dial Before You Dig iPhone app will continue to be supported for users with iPhones and iPads.

Upskill Training at PEER

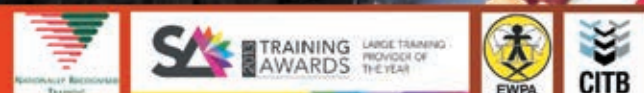


Courses available include:

- White Card CPCCPHS1001A
- Rescue and Resuscitation HLTAID001 and UETDTRRF06B
- Restricted Electrical (Disconnect/Reconnect) UEENEEP012A, HLTAID001
- Safe Working at Heights RIIWHS204D
- Elevated Work Platform

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Legal Advice

A plumber's responsibility?

Of course a plumber is liable for defective work but is that all?

Recently a member was called out to clear a blocked drain. During the attempt to do that, the drain cleaning cable snapped inside the drain. Who is liable for the cost of digging up the drain, extracting the cable and reinstating the drain in good working order?

This is a tricky situation and plumbers are not alone when grappling with this sort of "mixed responsibility" situation. The law will determine who is the responsible party, but first an investigation must take place to work out the circumstances and what happened.

I don't know the full facts but I think that there are at least a few different factual possibilities. Let's assume that the cable broke because it was old and weak and near the end of its life or because the plumber did not use it properly. In that case, it could hardly be the owner's 'fault' and the plumber would certainly be responsible for the cost of fixing the problem.

On the other hand, let's assume that the pipes were in such a poor state that this caused the demise of the cable. Surely that is not the plumber's fault? Well, that might be true, but then again, it might not.

A duty of care

Apart from a plumber's obligations under their contract with the owner, as a professional and an expert, a plumber is taken to owe a duty of care to the owner. Also implied into the contract between the plumber and the owner would be a term that the plumber should take proper care when doing the plumbing work.

So in this scenario, assume that the plumber is called out to the job and can see that the installation is old and broken down. In that case, before attempting to clear the drain, the plumber should advise the owner that there is a risk that it won't be successful and that the cable might break with the result that there would be a lot more work involved and a significant increase in cost.

By doing that, the plumber 'discharges' his/her duty of care and the owner can make an informed decision about how to proceed. If the owner says "go ahead" after receiving that advice, the plumber could then insist that the owner must pay for the removal of the cable and the rectification of the drain. If the plumber didn't give the advice and just went ahead and broke the cable, the plumber would be liable for the cost of removing the cable and reinstating the drain.



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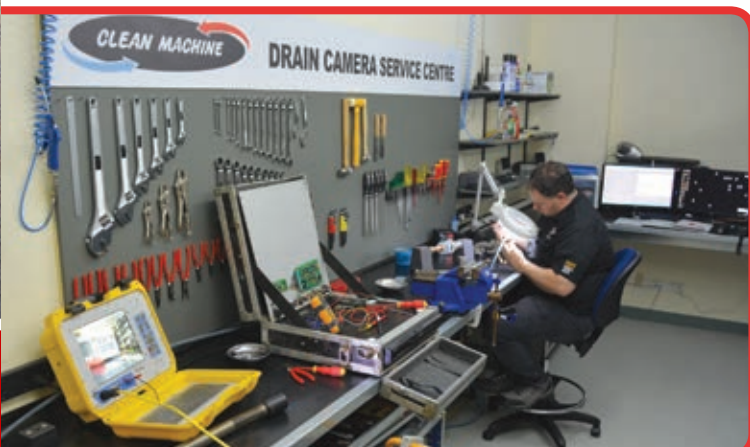
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Legal Advice

A plumber's responsibility?

However, if the drain was at the end of its life anyway, the owner would have to contribute to the cost of having a new drain. Just how much the owner would have to contribute would depend on a number of things and obviously the facts in the particular case. Let's vary the facts a little.

Let's assume the job was modern premises with new drains and the cable broke because the plumber was rushing the job. That couldn't be the owner's fault and the plumber would be liable to remove the cable and fix the damaged drain at his/her cost. What about if the new installation was defective and that caused the cable to break?

The Court would want to know if this was something that the plumber ought to have been aware of – for example if the drain was leaking and blocked, a reasonable plumber might take a little more care knowing that the drain was already damaged and perhaps more likely to snare and trap the cable.

There are really endless possibilities as you can imagine and as you can see liability will depend on the facts in the particular case. It is not possible to state a hard and fast rule and so it is important to take advice early to see if liability can be determined before a big (and expensive) dispute arises.

A note about insurance

All professionals should carry insurance. There are different types of insurance available to plumbers and in a case like this, a prudent plumber

will have contract works insurance, public liability insurance and perhaps professional indemnity insurance. Bad advice (or a lack of it) should be covered by professional indemnity insurance. Bad workmanship is unlikely to be covered but contract works may cover the cost of dealing with the consequences of the defective work. So for example a bad glue joint could lead to flooding.

The cost of fixing the joint won't be covered by insurance but cleaning up in the aftermath of the flood should be. Make sure you have the right insurance cover for your business and profession – it will make it easier to sleep at night! If you find yourself in a situation where you are not sure where your liability starts and stops, call me. I won't charge you for my initial consultation with you.

Michael Hutton
Partner

Lynch Meyer Lawyers
T > 8236 7612
E > mhutton@lynchmeyer.com.au



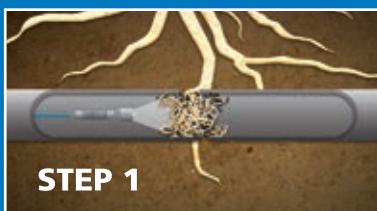
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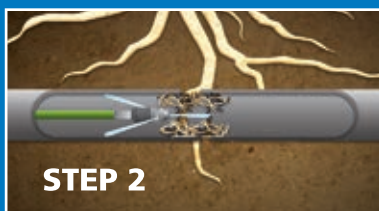
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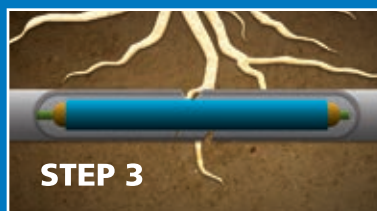
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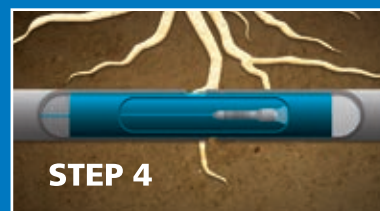
STEP 1



STEP 2



STEP 3



STEP 4

SAFE WORK

Too Many Titles Came to Mind!

When I was thinking about writing this article and talking to people, numerous printable and some unprintable titles, came to mind. Some of the printable ones included:

- Mama says, "stupid is as stupid does," from Forest Gump
- Do as I say not as I do
- Risk versus cost at home is different than if it's at work
- Humans are pretty lousy at making good risk assessments.

Take your pick from which title you think best fits. On a hot weekend in February we had a branch scraping very noisily against the house as it was blown around by a hot dry wind. My wife asked me to cut it down.

- **Mistake 1.** I immediately blocked from my mind getting someone in to remove the branch
- **Mistake 2.** I chose to work from an extension ladder
- **Mistake 3.** I successfully cut the branch and had anticipated the branch would go upwards when I cut the branch. It didn't, it flicked straight towards me and knocked the ladder backwards
- **Mistake 4.** I'm too old to be getting up ladders. I jumped clear and landed on my feet but before I could even bend my knees I fell on to my left side.

The wind was knocked out of me and I lay there for a minute or so while I tried to get my breath back. There was an agonising pain from my lower back but I could wiggle my toes, move my legs and otherwise seemed okay. I then tried to stand up and collapsed back onto the ground in real pain. After about 3-4 minutes I could feel the sun on me and so gingerly rolled onto my stomach, came up on my knees and was able to stand. Clinging onto the wall of the house I made it inside and called on my phone for help.

I had a significant compression fracture to my L1 vertebra, with a piece chipped off for good measure. Two to three days into my hospital stay, I received the good news that there was no spinal cord damage or damage to my discs and that I should make a full recovery in approximately three months. A week in hospital, about \$1000.00 lighter in the pocket and three weeks sick leave chewed up on an accident I should not have had and my employer lost my services for three whole weeks. If I had had that accident at work a whole new scenario opens up:

- The incident would have required a report to SafeworkSA
- A Workcover claim would have been required
- If I was a plumber, I would have been off for six weeks before returning on light duties for another six weeks
- A business could have been prosecuted or fined for unsafe practices, because I did not have a Safe Work Method Statement (SWMS), the business and the employee could have also been fined for that.

The cost to the business would have been many thousands of dollars. At a personal level I keep reminding myself how lucky I am that I did not die or end up a paraplegic or quadriplegic. Why did I not make a better job of assessing the risk before deciding how to safely do the job, which I have done several times previously? I think part of it comes down to blocking out the thought of having someone come in and do the job with the right equipment because of what it would cost. A business cannot afford to adopt this approach to safety because the consequences are too great.

The new Work Health Safety Act is the friend of sub contractors in this regard. Previously builders and contracting businesses have pushed responsibility for a sub contractor's safety back on to them. The shared responsibility of Persons Conducting a Business or Undertaking (PCBU) means if doing a job safely requires scaffolding, safety fences or the use of harnesses. This may reduce the speed with which a task can be done, but can no longer be ignored by a builder or employing contractor.



CITB APPRENTICE SUPPORT FUNDING IS CHANGING

From 1 July 2015 claims will be submitted online. My Profiling, the new smartphone on-job training app, will replace the old paper log book.

This means employers and apprentices need to be using My Profiling before 1 July 2015 to be eligible for CITB Apprentice Support Funding.

**Get in the know and contact
CITB on 8172 9500.**



SAFE WORK

Do a Take 5, Site Risk Assessment and go Home Safe to Your Family



Electrical Safety Power Tool Flex Leads and Correct Incident Reporting Procedure

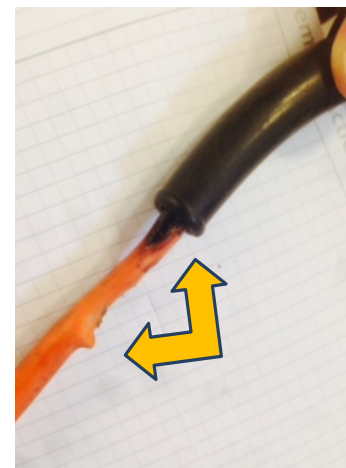
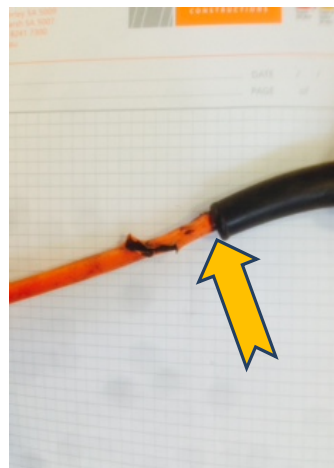
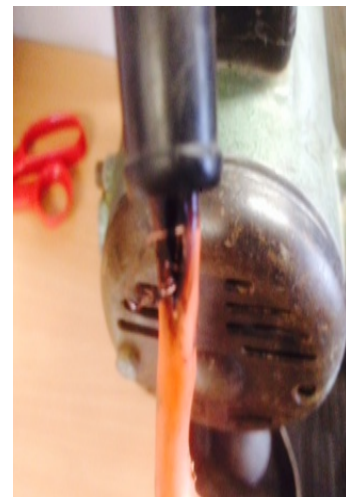
A recent incident with one of our apprentices had a 240V power lead extending from the hand grip of the Jackhammer fuse, whilst it was being operated.

It fused in the flex at 2 points near the hand grip as shown in the photographs.

Thankfully no injury was sustained to the operator. However, a flash of flame did scorch the operator's shirt. The initial findings were:

- The tool had passed test and tag 4 days earlier.
- There were no obvious signs of a damaged lead when the tool was inspected prior to being put into use on the day of the incident.
- The RCD on the generator did not trip, the generator was earth staked.
- Inspection and subsequent follow up on the tool identified that the orange flex sheathing had burnt through in 2 places close to the hand grip.
- The orange flex cord had been installed by a service agent some months back as a replacement to effect repairs to the one it was fitted with from new.
- On inspection and follow up with an approved service agent it was deduced that the orange flex and plug used was an incorrect gauge of flex, being a narrower fit.
- This allowed the flex to twist almost 360° in the protective sleeve, which has fatigued the inner sheaths and cable. Given the cable has been twisted so many times, the inner sheaths have broken and come into contact with each other causing the fusing and burning through the insulation.
- The incident was reported as a near miss and a hazard. The incident was thoroughly investigated by the principal contractor, plumbing contractor and MPA Group Training Scheme.

Corrective actions: all power tools must be sent to an authorised service agent for that make of tool when repairs or service are required. Site Managers and Safety Officers to ensure that they report events on the correct forms.



Above: Shows the orange flex reduced size to the sleeve

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2015

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Friday 23rd October

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

Apprentices

LOOKING TO THE FUTURE

Every industry needs a succession plan and ours is no different. One of the most alarming statistics of recent years is the continually declining number of apprentices within the construction sector which is a key indicator of the health of the state's economy. While the VET programs in schools is providing excellent introductory and pre-vocational courses, these schools and the industry need outcomes. That outcome is an apprenticeship that leads to fully qualified tradespeople.

The combination of uncertainty and depleted confidence in the immediate future of the market has lead to a reluctance for businesses to take on apprentices, however there are viable and sustainable alternatives. Group Training Organisations such as The Master Plumbers Group Training Scheme offer some distinct advantages over the commitment of taking someone on for the entire term of an apprenticeship.

Some of these advantages include:

A GTO will administer the incumbent for the entire term of their apprenticeship, leaving the host plumber free to run a cost effective and productive business. This includes:

- Payroll: Annual leave, sick leave, personal leave, RDO's, etc
- Training: White card, RTO bookings & scheduling, additional training not covered by RTO's, etc
- PPE: Provision of Personal Protective Equipment including uniform.

Mentoring & Monitoring: GTO's will provide apprentices with additional mentoring and guidance throughout the beginning of their career. The GTO is the catalyst between the apprentice and the host employer. It is the responsibility of the GTO to ensure that the apprentice remains on track, with all aspects of their requirements and responsibilities being met to ensure quality tradespeople are produced for our industry.

Flexibility: As the GTO is essentially the employer, the host has the option to hand back the apprentice at any time should their work diminish. It then becomes the responsibility of the GTO to place the apprentice with an alternative host to ensure the continuity and subsequent completion of their apprenticeship. The important component here is that we continue to provide ongoing opportunities and apprentices to the industry.

It is also important for everyone to remember we were all given an opportunity at some stage to start a career and be where we are today, and it is vital for the sustainability of our industry that we continue to provide these opportunities. There is a constant abundance of high quality candidates available through the VET programs and RTO's, with the GTO's readily available to supply a resource in providing a viable alternative towards creating apprenticeships. Now more than ever, our industry needs hosts that are prepared to take on apprentices to enhance the sustainability of our industry. Will you be one?

Greg Lyng - Group Training Manager

Master Plumbers Association SA

apprentice@mpasa.com.au

APPRENTICES

RECENTLY COMMENCED

Laurence Alkass
Brittany Dekuyper
Josh Hillman
Thomas Hore
Rick Kozoolin
Tien Ly
Lucas Sauer

RECENTLY COMPLETED

Wade Cowie
Michael Fenwick
Michael Hazel
Hayden Martinello
Benjamin Van Tienen

Plumbing SA Apprentice Profile

Name: Benjamin Van Tienen

Year Level: Completed 14/03/15

Start Date: 04/03/2011

Host: Primary Plumbing



Q1. What have you done prior to starting with Master Plumbers Group Training?

The Prevocational course at Noarlunga TAFE. Prior to that, powder coating for 4 months.

Q2. Why did you choose plumbing as your preferred trade?

Wanted to get a trade and start a career.

Q3. How did you gain your apprenticeship?

Via Noarlunga TAFE prevocational program and work experience.

Q4. What do you intend to do once you complete your apprenticeship?

Continue to work for Primary Plumbing and supervise new apprentices. I have worked with Primary Plumbing during my entire 4 year apprenticeship.

Q5. What do you do after work hours?

Go to the gym and play football with the Kangarilla Football Club.

Q6. What are your goals for the coming year?

Complete Certificate IV at TAFE.

Plumbing SA Apprentice Profile

Name: Thomas Hore

Year Level: 1st Year

Start Date: 10/03/2015

Host: Tyron Press Master Plumber



Q1. What have you done prior to starting with Master Plumbers Group Training?

After finishing school I worked for Port Augusta Pest Control.

Q2. Why did you choose plumbing as your preferred trade?

Wanted to get a good trade, not afraid to get dirty and wanted to start a career.

Q3. How did you gain your apprenticeship?

With hard work, good references and local contacts.

Q4. What do you intend to do once you complete your apprenticeship?

Further skills in the trade and gain Certificate IV. Also teach other apprentices in a supervisor's role.

Q5. What do you do after work hours?

Involved in local sports club, South Augusta Football Club. Play football and enjoy social events

Q6. What are your goals for the coming year?

Learn more about the plumbing industry

TENDERING 101 *Workshop*

4th June 2015

WHAT YOU WILL LEARN

- Learn the art of developing and submitting successful tenders
- Gather and assess key information to understand the tendering process
- Understand tendering terminology generally used and applied
- Interpret and efficiently respond to tender documents
- Gain an understanding of bid/no bid decisions
- Understand what happens after you submit your tender
- Learn how to increase your winning ratio
- Know when to present your capability document

WHO SHOULD ATTEND

- Business owners looking to produce a successful tender
- Companies seeking advice on responding to tenders successfully
- Companies wanting to increase their probability of reaching the negotiation table

About Chris Dennis

Our presenter, Chris Dennis is a tendering expert with over 20 years tendering experience & CEO of Win Win Tendering.

Born from her passion for giving smaller companies the chance to compete with the 'big end of town', her 'Tendering for Success' program is a systematic guide to getting tendering right, comprising 'how to' videos, group Q&A sessions, one-on-one mentoring and a comprehensive tender review.

THE WORKSHOP

Date: Thursday 4th June 2015 8.30am - 4.30pm

Venue: Education Development Centre
4 Milner Street, Hindmarsh SA

Course Fees

MPA Members: \$395 per person

Non Members: \$500 per person

*Payment is required upfront. Refunds are not applicable, unless course is cancelled due to insufficient numbers.

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Apprentices Cont...

Industry leadership in "raising the bar"



As a second generation plumber I feel as if I have been part of the association for many years. Ever since I can remember, I have heard the call "we must raise the bar" for our future and industry growth. The Master Plumbers' Association of SA is the industry body representing plumbing contractors throughout SA from sole operators to medium sized plumbing businesses and large contracting firms who require trades people.

The association as an RTO provides ongoing training and professional development programs encouraging industry members to maintain their knowledge and keep abreast of technology both from a technical viewpoint and a business perspective. To help "raise the bar" the association for the past seven years has been pro-active in creating entry level courses for high school students to enter the plumbing industry.

Developing and enhancing the skills of the workforce is a critical component that the plumbers can help with, simply by giving these students a go, by taking them on for work experience. I know it sounds a little odd, but your expertise is a powerful gift that deserves to be shared. It's yours, yes; you earned it, but why keep all that wisdom to yourself? Why not send it out into the industry to be free and lift others to new heights as well? The best part is sharing your expertise not only helps others in their professional endeavours, it also helps you.

The role pre-vocational training plays

The course teaches valuable practical skills and will introduce students to the building and construction industry. Upon completion, participants can then begin an apprenticeship with a range of skills that will make them valuable to their employer from their first day. The benefit to employers is a demonstrated commitment of their future apprentice's dedication to their trade. It also indicates an understanding that the apprentice possesses adequate skills, including practical, literacy and numeracy skills, to successfully complete their apprenticeship. We strongly recommend graduates of this program as we know businesses will receive a dedicated person who possesses trade skills and will be able to contribute immediately to the workplace.

Employer benefits

The program is an opportunity for those committed to learning a trade to make a sound start to their career. Completion of all the required units will reduce the educational component of an apprenticeship in plumbing. To support the plumbing industry's success and facilitate this projected growth, industry must work together to ensure we have access to suitable skilled labour. Appropriately skilled, quality personnel are integral to the success of business in any industry and can provide a competitive advantage. Customers already expect high levels service from our businesses.



This means that the plumbing industry must find innovative and flexible ways to manage our existing and future staff. It will require looking beyond traditional methods of training and sources to attract and retain suitably qualified skilled workers. People wanting to work in the industry must be able to find rewarding employment that meets their personal and family responsibilities. By recognising the importance of long term workforce planning, we can assist the industry, community and business partners to address the specific issues of skill shortages and workforce development. The Master Plumbers Association is committed to the continuity of the industry's commitment to these students along with creating further career options for full time employees.

Rob Kavanagh - Vet in Schools



AWARD WINNING APPRENTICE: Business owner Graham Woods and apprentice Chris Cooper, who was recognised for his high achievement as an apprentice within the industry.

Young plumber impresses peers

BY VANESSA BINKS

vanessa.binks@fairfaxmedia.com.au

CEDUNA plumbing apprentice Chris Cooper has been recognised for his high achievement within the industry by the Master Plumbers Association of South Australia.

In October last year, the 21-year-old fourth year apprentice was awarded the 2014 PIA Hip Pocket Work Wear Award for high achievement as a third year apprentice.

Hosted by local business Woodsy's Plumbing Service, Mr Cooper was taken on as an apprentice by business owner Graham Woods in 2012.

Mr Woods provides on-the-job training and mentoring to the young apprentice, while trade school in Adelaide provides theory and practical assessments.

It was through this combination that a bi-monthly review with Mr Woods and trade school showed Mr Cooper's dedication and high achievement.

At trade school he showed an extremely high level of work and

plumbing knowledge, and received positive feedback from Master Plumbers Association administration staff.

It was a "complete surprise" to Mr Cooper that the association nominated him for the award however the recognition has given him an incentive to continue his good work.

"When I got the email it was a shock, I had not heard of the awards before," Mr Cooper said.

Mr Woods said it was important for young apprentices to receive recognition for their commitment and quality work.

"I hope he sticks around after he has finished his apprenticeship, he has a lot of skill," Mr Woods said.

Master Plumbers Association field officer Marilyn Sheffield said Mr Cooper scored well above the average in all the areas judged for the award and showed knowledge and ability at a higher level than his third year position.

Mr Cooper has now completed all his trade school qualifications and will begin the final year of his apprenticeship.

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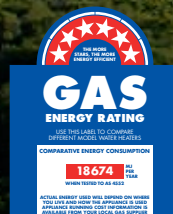
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