

Organisation and industry data update

Quarter 4, 2014 – 2015

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Rounding – Where figures have been rounded, discrepancies may occur between sums of the component items and totals shown.

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Licensing and Registration

Purpose

Administer the registration and licensing system for building practitioners and plumbing practitioners, by only licensing and registering competent persons to enter into and remain within the building and plumbing industries.

Key activities

- Deliver improved practitioner and consumer interactions
- Improve efficiency of assessors
- Prepare and implement process improvement
- Early engagement with plumbing apprentices and aspiring building practitioners regarding their registration obligations
- Effectively influence training courses that provide a pathway to registration/licence as a building or plumbing practitioner

Enhance inter-divisional relationships

Quarterly Operations Report (Apr 2015 – Jun 2015)

Table 1: Volume new applications for licence / registration / reinstatement lodged – over quarter

	Q4 2014-15	Q4 2013-14	Q4 2012-13	Q4 2011-12
Building	812	598	627	536
Plumbing	1,127	1,115	1,192	1,235
Total	1,939	1,713	1,819	1,771

Table 2: Volume renewed licence / registration – over quarter

	Q4 2014-15	Q4 2013-14	Q4 2012-13	Q4 2011-12
Building	7,856	8,338	6,519	6,141
Plumbing	4,549	4,462	4,235	3,949
Total	12,405	12,800	10,754	10,090

Table 3: Total licenced / registered practitioners – at month end

	As at Jun-15	As at May-15	As at Apr-15	As at Mar-15
Building	21,779	21,748	21,821	21,910
Plumbing	26,381	26,295	26,285	26,299
Total	48,160	48,043	48,106	48,209

Note: Fluctuations in the total number of registered/licensed practitioners from month-to-month is largely attributed to the suspension of licences/registration due to a failure to renew before the expiry of the licence/registration, and subsequent renewal of the licence/registration.

Table 4: Total registered building practitioners by category – at quarter end

Registration category	Q4 2014-15	Q4 2013-14	Q4 2012-13	Q4 2011-12
Builder - Demolition - Low Rise	226	208	197	191
Builder - Demolition - Med Rise	64	60	63	62
Builder - Demolition - Unlimited	37	34	35	36
Demolition - Subtotal	327	302	295	289
Commercial Builder - Limited	2,844	2,462	2,307	2,204
Commercial Builder - Unlimited	2,100	2,078	2,199	2,257
Commercial Builder - Subtotal	4,944	4,540	4,506	4,461
Domestic Builder - Limited	2,573	2,145	2,040	2,035
Domestic Builder - Manager	1,092	1,137	1,127	1,210
Domestic Builder - Unlimited	11,027	11,116	11,149	11,592
Domestic Builder - Subtotal	14,692	14,398	14,316	14,837
Building Inspector - Limited	224	211	183	179
Building Inspector - Unlimited	421	422	404	383
Building Inspector - Subtotal	645	633	587	562
Building Surveyor - Limited	96	75	69	50
Building Surveyor - Unlimited	542	528	523	518
Building Surveyor - Subtotal	638	603	592	568
Draftsperson Building Design (Architectural)	2,032	2,032	2,015	2,003
Draftsperson Building Design (Interior)	174	160	163	163
Draftsperson Building Design (Services)	167	168	178	180
Draftsperson - Subtotal	2,373	2,360	2,356	2,346
Civil Engineer	1,449	1,403	1,326	1,269
Electrical Engineer	281	277	256	253
Fire Safety Engineer	145	143	134	125
Mechanical Engineer	432	423	403	379
Engineer - Subtotal	2,307	2,246	2,119	2,026
Quantity Surveyor	127	134	124	123
Quantity Surveyor – Subtotal	127	134	124	123
Supervisor - Temporary Structure Class 1	30	30	34	33
Supervisor - Temporary Structure Class 2	79	77	83	83
Temp. Structures - Subtotal	109	107	117	116
Total	26,162	25,323	25,012	25,328

Note: One person may be registered in more than one category of building practitioner.

Table 5: Total plumbing practitioners holding licence / registration by main class – at month end

	As at Jun-15	As at May-15	As at Apr-15	As at Mar-15
Registered plumbers				
Drainage	11,264	11,198	11,171	11,174
Fire protection	566	561	554	559
Gas fitting	11,692	11,631	11,616	11,612
Irrigation (non-agricultural)	11,176	11,104	11,086	11,075
Mechanical services	13,816	13,801	13,811	13,825
Roofing (storm water)	12,176	12,108	12,098	12,088
Sanitary	11,577	11,504	11,483	11,481
Water supply	11,143	11,073	11,052	11,039
Licensed plumbers				
Drainage	8,717	8,715	8,735	8,745
Fire protection	113	113	114	113
Gas fitting	8,339	8,326	8,332	8,345
Irrigation (non-agricultural)	9,356	9,350	9,357	9,373
Mechanical services	2,732	2,744	2,756	2,766
Roofing (storm water)	8,138	8,136	8,141	8,164
Sanitary	8,566	8,565	8,571	8,580
Water supply	9,326	9,321	9,329	9,347

Table 6: Total plumbing practitioners holding licence / registration by specialised class – at month end

	As at Jun-15	As at May-15	As at Apr-15	As at Mar-15
Registered plumbers				
Backflow prevention	498	487	488	490
Refrigerated air conditioning	836	838	834	829
Type A appliance conversion	135	135	138	137
Type A appliance servicing work	7,514	7,518	7,539	7,551
Type B gas fitting	313	312	313	314
Type B gas fitting advanced	38	35	35	35
Licensed plumbers				
Backflow prevention	1,321	1,322	1,320	1,321
Refrigerated air conditioning	1,114	1,111	1,117	1,119
Type A appliance conversion	538	537	534	537
Type A appliance servicing work	6,632	6,646	6,667	6,682
Type B gas fitting	354	354	352	352
Type B gas fitting advanced	141	142	143	145

Table 7: Plumbing Examinations pass rate – at month end

	As at Jun-15	As at May-15	As at Apr-15	As at Mar-15
Journey man - 1st attempt	0%	31%	53%	38%
Journey man - subsequent attempt	43%	46%	72%	64%

Enquiries and Dispute Resolution

Purpose

Provide quality customer service in responding to complaints and enquiries, BAB services and inspection services.

Key activities

- Deliver front line customer service
- Perform statutory decision-making functions
- Process owner-builder applications for approval by the BAB Registrar
- Manage building and plumbing complaints
- Provide accurate and impartial inspection services on behalf of the VBA
- Perform Municipal Building Surveyor functions on behalf of the VBA
- Provide BAB services
- Enhance divisional capability

Quarterly Operations Report (Apr 2015 – Jun 2015)

Table 8: Call categories by volume – over quarter

	Q4 2014-15	Q4 2013-14
VBA General	12,112	13,231
Building Complaints	798	1,206
Plumbing Complaints	1,558	2,220
Owner Builder	4,701	4,676
Building practitioner	6,488	2,689
Plumbing practitioner	863	3,066

Table 9: Volume phone, mail, in person – over quarter

	Q4 2014-15	Q4 2013-14
Calls	25,890	27,088
Email	3,848	4,994
Mail	15,056	19,362
In person	4,517	5,041

Table 10: Volume of new complaints by type – over quarter

	Q4 2014-15	Q4 2013-14
Email - building complaint	511	820
Email - plumbing complaint	886	1,029
Calls - building complaint	798	1,206
Calls - plumbing complaint	1,558	2,220

Table 11: Phone call statistics – at month end

	As at Jun-15	As at May-15	As at Apr-15	As at Mar-15
Phone Queues Abandoned %	3.1%	3.4%	7%	8%
Phone Queues by Service Level – calls answered in 20 seconds	84%	81%	70%	68%

Table 12: Volume open and volume closed building permits – over quarter

	Q4 2014-15	Q4 2013-14
Open	416	586
Closed	36	30

Table 13: Inspection Volume – over quarter

	Q4 2014-15	Q4 2013-14	Q4 2012-13
BACV onsite conciliations and reports (OS&R)	158	220	194
Volume requests for inspections under s.44	23	5	15

Table 14: Building modifications and appeals – over quarter

	Q4 2014-15	Q4 2013-14	Q4 2012-13
Volume of building modifications applications	1,913	1,094	1,311
Volume requests for inspections under s.44	207	331	331

Compliance and Performance

Purpose

Undertake investigations and audits, oversee the collection of building permit levies, co-ordinate and support practitioner disciplinary proceedings and analyse industry information to identify risks and trends.

Key activities

- Investigation
- Audit
- Practitioner Intelligence and Levy
- Practitioner Discipline

Quarterly Operations Report (Apr 2015 – June 2015)

Table 15: Levy collected – over quarter

	Q4 2014-15	Q4 2013-14
Levy collected	\$9,443,723	\$9,236,894

Table 16: Building statistics – over quarter

	Q4 2014-15	Q4 2013-14
Number of reporting building surveyors and lodging organisations	336	318
Number of building permits issued	26,206	26,487
Reported cost of building works	\$7,438M	\$6,830M

Table 17: Plumbing statistics – over quarter

	Q4 2014-15	Q4 2013-14	Q4 2012-13
Compliance certificates sold to practitioners	93,499	86,499	84,479
Compliance certificates lodged by practitioners	90,132	83,373	81,935
Revenue from compliance certificates sold (\$)	2,885,568	2,593,361	2,472,073

Table 18: Audit statistics – over quarter

	Q4 2014-15	Q4 2013-14	Q4 2012-13
Plumbing audits			
Volume	2,394	4,292	5,849
Failure rate	18.3%	17.8%	14.5%
Recycled water installation inspection			
Volume	2,498	4,927	3,871
Failure rate	1.3%	8.4%	6.5%

Table 19: Levy Audit – over quarter

	Q4 2014-15	Q4 2013-14	Q4 2012-13
Number of Field Audits Completed	13	11	10
Number of Desk Audits Completed	2	1	1
Number of Desk Reviews Completed	6	19	0
Total Audits and Review Completed	21	31	11
Levy Recovered from Normal Audits	\$45,290.38	\$38,609.00	\$38,890.80
Unusual Audit Findings	(\$93,900.21)^	\$81,280.00*	\$0.00
Net Levy Recovered After Unusual Audit Findings	(\$48,609.83)	\$119,889.00	\$38,890.80

^ A private lodging organisation and a private self-reporting building surveyor had a number of anomalies in their monthly levy payments when compared to the relevant monthly building permits data lodged to the VBA. These anomalies are usually checked and resolved as part of the monthly levy account reconciliation process in the Practitioner Intelligence & Levy unit. However, due to the large value and complexity of the anomalies, Levy Audit was appointed to audit and reconcile these levy accounts. Levy Audit verified that in both cases, an overall overpayment of \$61,136.44 and \$32,763.77 had occurred respectively.

* A staged building project where its related staged building permits were found to have the cost of building work under-reported to the VBA by a private lodging organisation. The understatement of the cost of building work for this staged building project alone resulted to a levy recovery of \$81,280.00. This audit was part of the *Staged Building Permits Monthly Monitoring Program* which is no longer funded after the divisional restructure in February 2015.

Technical and Regulation

Purpose

Assist and guide government, practitioners and consumers through the provision of information.

Key activities

- Regulatory evaluation
- Regulatory policy and regulatory development
- Research
- Technical advice
- Administrative decisions

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Table 20: Plumbing Phone Data – at month ending

The Top 10 call categories for the period April – June 2015 make up 90% of the total inbound calls (5,045) for which technical advice was provided.

	Q4 Call volume	Q4 % of total call volume*	As at Jun-15	As at May-15	As at Apr-15
Top 10 call categories sorted by Q4 total					
Drainage	924	18%	348	309	267
Gas fitting	808	16%	288	267	253
Audit	522	10%	190	171	161
Compliance Certificate	469	9%	176	146	147
Water Supply	451	9%	170	140	141
Legislation	309	6%	104	81	124
Modifications	294	6%	74	118	102
Sanitary	274	5%	111	72	91
Roofing (Stormwater)	269	5%	83	91	95
Unregulated plumbing	230	5%	74	102	54

* Discrepancies due to rounding (+/- 1%)

Table 21: Building Phone Data – at month ending

The Top 10 call categories for the period April – June 2015 make up 50% of the total inbound calls (3,262) for which technical advice was provided.

	Q4 Call volume	Q4 % of total call volume*	As at Jun-15	As at May-15	As at Apr-15
Top 10 call categories sorted by Q4 total					
Defective Building Work	327	10%	88	117	122
Building Permits	280	9%	110	84	86
Practitioner Registration	183	6%	57	56	70
Contractual	176	5%	61	43	72
Complaint	164	5%	31	57	76
Protection Work	143	4%	45	41	57
Pool / Spa	95	3%	31	32	32
Plumbing	89	3%	60	29	0
Health & Amenity	87	3%	42	27	18
Access and Egress	80	2%	28	33	19

* Discrepancies due to rounding (+/- 1%)

Table 22: Temporary structures, modifications and accreditations – over quarter

	Q4 2014-15	Q4 2013-14	Q4 2012-13	Q4 2011-12
Volume of temporary structure occupancy permits issued	7	12	na	na
Volume of plumbing modification applications	133	124	89	81
Plumbing modification applications approval rate	96.2%	93.5%	98.9%	97.5%
Volume of building product accreditation certificates issued	0	0	0	1

Table 23: Volume of security of payment – over quarter

	Q3* 2014-15	Q3* 2013-14
Applications lodged	96	61
Applications determined	70	47
Applications not determined or not yet determined	26	14
Claimed amounts	\$19,145,873	\$24,773,956
Adjudicated amounts	\$6,958,649	\$9,600,909

* This report contains the Q3 data as the 2014-15 Q4 data is not due to be submitted until 31 July 2015 in accordance with the ANA Conditions of Authorisation.

Office of the CEO

Purpose

Provide communication, governance and legal services to the VBA to enable it to effectively regulate Victoria's built environment and to manage the implementation of the VBA's business improvements.

Key activities

- Develop and maintain a strong VBA presence and stakeholder engagement
- Deliver strategic and major projects arising from statutory obligations
- Influence and inform best practice policy and regulation
- Drive a culture underpinned by integrity that encourages leadership, energy and enthusiasm
- Embed strong governance

Quarterly Operations Report (Apr 2015 – Jun 2015)

Table 24: Inquiries, prosecutions and freedom of information – year to date

	2014-15 finalised	Current not finalised
Building		
Prosecutions	35	19
Plumbing		
Disciplinary Inquiries	18	0
Prosecutions	19	7
Freedom of Information	93	15
Released outside FOI Act 1982	16	0

Glossary of Terms

Accreditations	A certificate of building product accreditation is proof that a product meets the performance requirements of the Building Regulations 2006 (the Regulations) or the Building Code of Australia (BCA).
Building and construction sector	A defined secondary sector of the economy.
Building and plumbing industry	A part of the building and construction sector relating to building and plumbing practitioners.
Building Appeals Board (BAB)	An independent statutory body established under the <i>Building Act 1993</i> . The BAB is empowered to determine any matter relating to the <i>Building Regulations 2006</i> , the <i>Building Code of Australia 2006</i> and specified provisions of the <i>Building Act 1993</i> .
Building modification	A variation of the <i>Building Regulations 2006</i> . Where a practitioner believes they are unable to complete a job in compliance with the relevant regulations or codes and standards, they may apply for a modification.
Building permit	Written approval from a registered building surveyor that shows plans fit within building regulations.
Building practitioners	Includes building surveyors, building inspectors, draftspersons, engineers engaged in the building industry, commercial and domestic builders, demolishers, people who erect temporary structures and quantity surveyors.
Building Practitioners Board (BPB)	An independent statutory body established under the <i>Building Act 1993</i> . The BPB oversees the quality and standard of professional services in the Victorian building industry. In doing so, it administers a registration system and monitors the conduct and ability of registered building practitioners.
Building Surveyor	A building surveyor is a professional trained in understanding the building control process. Building surveyors are responsible for ensuring buildings are safe, accessible and energy efficient and therefore have an impact on the design, planning and functionality of buildings.
Built environment	The physical and human-made world.
Cancellations	[See Table 22] Refers to practitioners who have had their registration cancelled.
Certificate of consent	Means a certificate of consent under Division 3A of Part 3 of the Building Act.
Completed inquiries	[see Table 22] A BPB Inquiry is a hearing into a registered building practitioners' conduct and/or ability to practice. These inquiries are held for building practitioners who are currently registered or were registered at the time of an alleged offence or misconduct.
Compliance Certificate	A certificate issued by a licensed plumber, to the consumer who commissioned the work, to certify the work they do complies with the relevant plumbing standards, codes and regulations. [See Table 19] Sold means templates purchased from the VBA by licensed plumbers Lodged means provided to the VBA – plumbers must also lodge with the VBA details of any compliance certificate they issue.
Conduct reviews	A review into the conduct of a building practitioner. The BPB may decide to conduct an early conduct review, or conduct review rather than an Inquiry.
Failure rate (audits)	The percentage of works that are audited and are found to be non-compliant.
Freedom of Information	Means requests made to the VBA to release information under the <i>Freedom of Information Act 1982</i> .
Inspection	An examination of building or plumbing works that is the subject of dispute.
Levy	Building permit levy.

	In order to fund the Building Control and Domestic Dispute Resolution System in Victoria, the <i>Building Act 1993</i> imposes a building permit levy. The levy amount is based on the cost of the building work and must be paid by the applicant to the relevant building surveyor before a building permit can be issued.
Occupancy permit	Issued by the building surveyor after final inspection of the building; it shows that the building is safe and suitable for occupation.
On-site conciliation technical inspections	Inspections conducted by the VBA to help resolve a domestic building dispute between parties that are willing to participate in the conciliations process. If Building Advice and Conciliation Victoria are assisting a consumer with a domestic building dispute, the VBA may be asked to conduct a technical inspection to help resolve the items in dispute.
Open Investigation	[see Table 21] Investigation being conducted by the VBA that has not concluded.
Owner-builder	Someone who carries out building on their own property. Owner-builders are not in the business of building.
Planning permit	A permit obtained from the relevant local council that relates to the zoning and use and development of land.
Plumbing modification	A variation of the <i>Plumbing Modifications 2008</i> . The modification process allows for one-off and site-specific variations to the technical requirements to provide acceptable solutions that achieve the necessary performance.
Plumbing practitioner	Includes fire protection, water supply, sanitary, roofing (stormwater), mechanical services, irrigation (non-agricultural), gas-fitting and drainage classes.
Practitioner	A building practitioner and plumbing practitioner.
Quantity Surveyor	A quantity surveyor is a trained professional who estimates and manages the cost of construction projects.
Registered builder	A building practitioner registered with the Building Practitioners Board to complete limited or unlimited work.
Registered or licensed plumber	A plumbing practitioner registered or licensed with the VBA to legally carry out any work within the defined classes.
Request for inspection under s.44 s.44	Inspections requested directly to the VBA by an owner or builder in dispute. Section 44 of the <i>Building Act 1993</i> – Refusal of occupancy permit.
Security of payment	[see Table 24] Refers to the <i>Building and Construction Industry Security of Payment Act 2002</i> , which helps ensure that any person who carries out construction work or supplies related goods and services under a construction contract gets paid.
Suspensions	Refers to practitioners who are suspended from practising.
Temporary structure	Includes a booth, tent, marquee or other temporary enclosure, whether or not a part of the booth, tent, marquee or enclosure is permanent; or a seating structure whether enclosed or not, including a mobile seating structure.
VBA	Victorian Building Authority.