

Organisation and industry data update

Quarter 2, 2016 – 2017

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Rounding – *Due to rounding the numbers in this report may not add up precisely to the totals provided.*



Welcome to the VBA's quarterly organisation and industry data update

Introduced in July 2015, the update provides information on key activities undertaken by the VBA to regulate and build confidence in the Victorian building and plumbing industries.

Data includes information from a wide range of activities performed by the VBA, such as the issuing of new licences and registrations, customer interactions, inspections, audits, inquiries and prosecutions.

Industry data reported includes the number of building permits and plumbing compliance certificates reported to the VBA, and the number and type of practitioners holding current licences or registrations issued by the VBA.

The VBA is committed to the Victorian Government's open data policy. A wide range of data is available on the Victorian Government's data portal www.data.vic.gov.au, and on our data page at www.vba.vic.gov.au.

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Licensing and Registration

Purpose

Administer the licensing and registration 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 improvements
- 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

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

	Q2 2016-17	Q2 2015-16
Building	332	635
Plumbing	291	621
Total	623	1,256

Note - plumbing excludes reinstatement applications (effectively a late renewal) and amendment applications (because the majority are upgrading between registration and licence due to insurance issues)

Table 2: Application for registration as a practitioner finalised – over quarter

	Q2 2016-17	Q2 2015-16
Building	496	713
Plumbing	491	699
Total	987	1,412

Note - plumbing excludes reinstatement applications (effectively a late renewal) and amendment applications (because majority are upgrading between registration and licence due to insurance issues)

Table 3: Volume of renewed licence / registration – over quarter

	Q2 2016-17	Q2 2015-16
Building	6,269	6,422
Plumbing	2,907	3,994
Total	9,176	10,416

Table 4: Total licenced / registered practitioners – at quarter end

	Q2 2016-17	Q2 2015-16
Building	22,627	22,224
Plumbing	26,796	26,668
Total	49,423	48,912

Table 5: Total registered building practitioners by category – at quarter end

Registration category*	Q2 2016-17	Q2 2015-16
Builder - Demolition - Low Rise	247	230
Builder - Demolition - Med Rise	66	65
Builder - Demolition - Unlimited	40	39
Demolition - Subtotal	353	334
Commercial Builder - Limited	3,100	2,965
Commercial Builder - Unlimited	2,168	2,134
Commercial Builder - Subtotal	5,268	5,099
Domestic Builder - Limited	2,752	2,638
Domestic Builder - Manager	1,087	1,094
Domestic Builder - Unlimited	11,430	11,277
Domestic Builder - Subtotal	15,269	15,009
Building Inspector - Limited	227	226
Building Inspector - Unlimited	430	433
Building Inspector - Subtotal	657	659
Building Surveyor - Limited	111	92
Building Surveyor - Unlimited	552	549
Building Surveyor - Subtotal	663	641
Draftsperson Building Design (Architectural)	2,071	2,070
Draftsperson Building Design (Interior)	192	182
Draftsperson Building Design (Services)	167	171
Draftsperson - Subtotal	2,430	2,423
Civil Engineer	1,528	1,488
Electrical Engineer	291	290
Fire Safety Engineer	166	165
Mechanical Engineer	446	446
Engineer - Subtotal	2,431	2,389
Quantity Surveyor	136	132
Quantity Surveyor – Subtotal	136	132
Supervisor - Temporary Structure Class 1	33	33
Supervisor - Temporary Structure Class 2	83	78
Temp. Structures - Subtotal	116	111
Total	27,323	26,797

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

Table 6: Total plumbing practitioners holding licence / registration by main class – at quarter end

	Q2 2016-17	Q2 2015-16
Registered plumbers		
Drainage	11,582	11,449
Fire protection	565	570
Gas fitting	11,972	11,835
Irrigation (non-agricultural)	11,531	11,368
Mechanical services	13,486	13,788
Roofing (storm water)	12,430	12,343
Sanitary	11,977	11,769
Water supply	11,497	11,331
Licensed plumbers		
Drainage	8,743	8,775
Fire protection	119	111
Gas fitting	8,527	8,462
Irrigation (non-agricultural)	9,492	9,454
Mechanical services	2,665	2,724
Roofing (storm water)	8,199	8,193
Sanitary	8,656	8,646
Water supply	9,458	9,424

Table 7: Total plumbing practitioners holding licence / registration by specialised class – at quarter end

	Q2 2016-17	Q2 2015-16
Registered plumbers		
Backflow prevention	599	539
Refrigerated air conditioning	880	848
Type A appliance conversion	157	143
Type A appliance servicing work	6,992	7,413
Type B gas fitting	321	319
Type B gas fitting advanced	42	39
Licensed plumbers		
Backflow prevention	1,485	1,396
Refrigerated air conditioning	1,150	1,123
Type A appliance conversion	578	555
Type A appliance servicing work	6,465	6,621
Type B gas fitting	359	358
Type B gas fitting advanced	136	140

Enquiries, Inspections and Complaints

Purpose

Provide quality customer service when responding to complaints and enquiries, Building Appeals Board (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

Table 8: Volume of calls – over quarter

	Q2 2016-17	Q2 2015-16
VBA Queues	44,423	54,355
Customer Service Unit Queues	25,248	26,073

Table 9: Calls by performance (abandoned) – over quarter

	Q2 2016-17	Q2 2015-16
VBA Queues	7.51%	4.63%
CSU Queues	1.94%	4.13%

Table 10: Calls by service levels (calls answered in 20 seconds) – over quarter

	Q2 2016-17	Q2 2015-16
VBA All Queues	57.94%	74.94%
CSU Queues	56.63%	71.46%

Table 11: Volume of email, mail, in person – over quarter

	Q2 2016-17	Q2 2015-16
Email	5,786	5,288
Mail	23,266	25,501
In person	2,337	2,450

Table 12: Volume of new complaints by type – over quarter

	Q2 2016-17	Q2 2015-16
Total	1,046	647
Building	444	318
Plumbing	602	329

Table 13: Volume of Owner-Builder applications – over quarter

	Q2 2016-17	Q2 2015-16
Applications received*	1,531	2,168
Certificate of Consent issued	936	2,242

*Represents number of applications received within a 90 day period but may include processing of applications received in the previous quarter.

Table 14: Volume of building modifications and appeals for the Building Appeals Board – over quarter

	Q2 2016-17	Q2 2015-16
Appeal/Disputes/Other Proceedings applications*	67	44
Modifications**	275	277

* Includes matters that were scheduled but adjourned or withdrawn

** Matters determined, some applications will have more than one matter

Table 15: Terminations of Building Surveyor Applications – over quarter

	Q2 2016-17	Q2 2015-16
Applications received	281	197
Applications closed	171	170

Table 16: Pro-Active Inspection Program

	Q2 2016-17	Q2 2015-16
Actual number of inspections	512	N/A
Elements inspected	5,988	N/A

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 (Building & Plumbing)
- Audit (Building, Plumbing & Levy)
- Practitioner Intelligence and Levy
- Practitioner Discipline

Table 17: Levy collected – over quarter

	Q2 2016-17	Q2 2015-16
Levy collected	\$10,840,469	\$10,463,084

Table 18: Building statistics – over quarter

	Q2 2016-17	Q2 2015-16
Number of building permits reported	28,136	27,887
Reported cost of building works (\$M)	\$7,988.63	\$7,952.00

Table 19: Plumbing statistics – over quarter

	Q2 2016-17	Q2 2015-16
Compliance certificates sold to practitioners	94,653	94,072
Compliance certificates lodged by practitioners	96,603	94,051
Revenue from compliance certificates sold	\$3,068,722	\$2,984,542

Table 20: Plumbing Audit statistics – over quarter

	Q2 2016-17	Q2 2015-16
Plumbing audits		
Plumbing audits and Inspections completed	4,856	2,795
Audit non-compliance rate (%)	13.43%	12.76%

Table 21: Practitioner discipline

	Q2 2016-17	Q2 2015-16
Number of matters pending inquiry	128	N/A
Successful Inquiry Outcomes (allegations proven)	23	N/A
Number of shown cause notices issued	18	N/A
Number of finalised disciplinary outcomes	3	N/A

Table 22: Investigations completed – over quarter

	Q2 2016-17	Q2 2015-16
Plumbing Investigations		
Investigations commenced	164	321
Investigations completed	173	337
Average days taken for current investigations	113	N/A
Average days taken to complete investigations	103	N/A
Investigation completion timeliness	85%	N/A
Building Investigations		
Investigations commenced	142	86
Investigations completed	91	93
Average days taken for current investigations	173	N/A
Average days taken to complete investigations	251	N/A
Investigation completion timeliness	64%	N/A

Table 23: Levy Audit – over quarter

	Q2 2016-17	Q2 2015-16
Number of Field Audits Completed	18	13
Number of Desk Reviews Completed	6	4
Total Audits and Review Completed	24	17
Number of audits with non-compliant result	6	7

Technical and Regulation

Purpose

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

Key activities

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

Table 24: Plumbing Phone Data – at month end

Due to a system upgrade the telephone data for Q1 and Q2 2016-17 is unavailable at the time of publication. Q1 and Q2 telephone data will be reported in the Q3 report.

Table 25: Building Phone Data – at month end

Due to a system upgrade the telephone data for Q1 and Q2 2016-17 is unavailable at the time of publication. Q1 and Q2 telephone data will be reported in the Q3 report.

Table 26: Temporary structures, modifications and accreditations – over quarter

	Q2 2016-17	Q2 2015-16
Volume of temporary structure occupancy permits issued	30	43
Volume of plumbing modification applications	143	116
Plumbing modification applications approval rate	84%	94%
Volume of building product accreditation certificates issued	1	1

Table 27: Volume of security of payment – over quarter

	Q2 2016-17	Q2 2015-16
Applications lodged	102	88
Applications determined	65	49
Applications not determined or not yet determined	37	39
Claimed amounts	\$16,838,096	\$22,559,521
Adjudicated amounts	\$3,626,966	\$6,033,564

Table 28: Building Audit – over quarter

	Q2 2016-17	Q2 2015-16
Number of audits completed (Builder)	6	N/A
Number of audits completed (RBS)	5	N/A
Total Audits and Review Completed	11	N/A

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

Table 29: Inquiries and prosecutions

	Q2 2016-17 finalised	Q2 2015-16 finalised
Building		
Building practitioner disciplinary hearings held by BPB	35	21
Prosecutions completed	8	5
Plumbing		
Plumbing practitioner disciplinary hearings held	11	7
Prosecutions completed	6	6

Table 30: Website and mail reach

	Q2 2016-17	Q2 2015-16
Website visits	302,584	128,934
VBA mail distribution	151,000*	N/A

*These are non-finalised numbers. The final number is not available yet.

Glossary

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	Refers to practitioners who have had their registration cancelled.
Certificate of consent	A certificate of consent under Division 3A of Part 3 of the Building Act.
Completed inquiries	[see Table 27] A BPB Inquiry is a hearing into a registered building practitioner's 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	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	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, 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	Inspections requested directly to the VBA by an owner or builder in dispute.
s.44	Section 44 of the <i>Building Act 1993</i> – Refusal of occupancy permit.
Security of payment	[see Table 26] 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.