

Organisation and industry data update

Quarter 1, 2015 – 2016

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

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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 (Jul 2015 – Sep 2015)

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

	Q1 2015-16	Q1 2014-15	Q1 2013-14	Q1 2012-13
Building	771	739	582	520
Plumbing	1,282	1,256	1,200	1,180
Total	2,053	1,995	1,782	1,700

Table 2: Volume renewed licence / registration – over quarter

	Q1 2015-16	Q1 2014-15	Q1 2013-14	Q1 2012-13
Building	6,244	5,822	6,564	5,537
Plumbing	3,424	3,448	3,185	2,994
Total	9,668	9,270	9,749	8,531

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

	As at Sep-15	As at Aug-15	As at Jul-15	As at Jun-15
Building	21,958	21,876	21,813	21,779
Plumbing	26,558	26,477	26,391	26,381
Total	48,516	48,353	48,204	48,160

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	Q1 2015-16	Q1 2014-15	Q1 2013-14	Q1 2012-13
Builder - Demolition - Low Rise	225	214	202	193
Builder - Demolition - Med Rise	65	62	61	61
Builder - Demolition - Unlimited	38	35	35	35
Demolition - Subtotal	328	311	298	289
Commercial Builder - Limited	2,901	2,566	2,354	2,182
Commercial Builder - Unlimited	2,114	2,103	2,136	2,207
Commercial Builder - Subtotal	5,015	4,669	4,490	4,389
Domestic Builder - Limited	2,569	2,236	2,048	1,997
Domestic Builder - Manager	1,088	1,139	1,125	1,172
Domestic Builder - Unlimited	11,158	11,081	11,091	11,245
Domestic Builder - Subtotal	14,815	14,456	14,264	14,414
Building Inspector - Limited	219	222	195	173
Building Inspector - Unlimited	425	425	410	381
Building Inspector - Subtotal	644	647	605	554
Building Surveyor - Limited	94	81	71	51
Building Surveyor - Unlimited	543	533	527	510
Building Surveyor - Subtotal	637	614	598	561
Draftsperson Building Design (Architectural)	2,056	2,040	2,017	2,007
Draftsperson Building Design (Interior)	175	168	161	164
Draftsperson Building Design (Services)	165	168	175	177
Draftsperson - Subtotal	2,396	2,376	2,353	2,348
Civil Engineer	1,462	1,422	1,352	1,261
Electrical Engineer	280	287	257	252
Fire Safety Engineer	152	147	137	125
Mechanical Engineer	434	428	408	385
Engineer - Subtotal	2,328	2,284	2,154	2,023
Quantity Surveyor	130	131	124	118
Quantity Surveyor – Subtotal	130	131	124	118
Supervisor - Temporary Structure Class 1	31	30	34	31
Supervisor - Temporary Structure Class 2	77	78	83	82
Temp. Structures - Subtotal	108	108	117	113
Total	26,401	25,596	25,003	24,809

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 Sep-15	As at Aug-15	As at Jul-15	As at Jun-15
Registered plumbers				
Drainage	11,390	11,335	11,271	11,264
Fire protection	571	569	568	566
Gas fitting	11,801	11,762	11,704	11,692
Irrigation (non-agricultural)	11,308	11,257	11,188	11,176
Mechanical services	13,824	13,834	13,813	13,816
Roofing (storm water)	12,279	12,239	12,185	12,176
Sanitary	11,697	11,641	11,581	11,577
Water supply	11,275	11,224	11,155	11,143
Licensed plumbers				
Drainage	8,750	8,752	8,718	8,717
Fire protection	113	113	113	113
Gas fitting	8,397	8,386	8,340	8,339
Irrigation (non-agricultural)	9,406	9,398	9,359	9,356
Mechanical services	2,724	2,717	2,718	2,732
Roofing (storm water)	8,172	8,169	8,134	8,138
Sanitary	8,625	8,626	8,576	8,566
Water supply	9,375	9,367	9,330	9,326

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

	As at Sep-15	As at Aug-15	As at Jul-15	As at Jun-15
Registered plumbers				
Backflow prevention	514	509	500	498
Refrigerated air conditioning	850	837	836	836
Type A appliance conversion	136	137	136	135
Type A appliance servicing work	7,461	7,475	7,485	7,514
Type B gas fitting	318	316	314	313
Type B gas fitting advanced	41	40	39	38
Licensed plumbers				
Backflow prevention	1,374	1,367	1,343	1,321
Refrigerated air conditioning	1,117	1,112	1,117	1,114
Type A appliance conversion	550	547	538	538
Type A appliance servicing work	6,634	6,632	6,618	6,632
Type B gas fitting	350	352	353	354
Type B gas fitting advanced	140	141	142	141

Table 7: Plumbing Examinations pass rate – at month end

	As at Sep-15	As at Aug-15	As at Jul-15	As at Jun-15
Journey man - 1st attempt	45%	13%	34%	0%
Journey man - subsequent attempt	61%	42%	57%	43%

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 (Jul 2015 – Sep 2015)

Table 1: Volume of calls – over quarter

	Q1 2015-16	Q1 2014-15
VBA Queues	61,972	na
CSU Queues	35,728	24,201

Table 2: Calls by performance (abandoned) – over quarter

	Q1 2015-16	Q1 2014-15
VBA Queues	4.06%	na
CSU Queues	3.56%	9.67%

Table 3: Calls by service levels (calls answered in 20 seconds) – over quarter

	Q1 2015-16	Q1 2014-15
VBA All queues	78.49%	na
CSU Queues	79.39%	63.33%

Table 4: Volume of email, mail, in person – over quarter

	Q1 2015-16	Q1 2014-15
Email	3,876	5,053
Mail	28,682	28,465
In person	3,096	4,631

Table 5: Volume of new complaints by type – over quarter

	Q1 2015-16	Q1 2014-15
Calls	1,761	3,054
Email	na	1,519

Table 6: Volume of building modifications and appeals – over quarter

	Q1 2015-16	Q1 2014-15	Q1 2013-14
Appeal/Disputes/Other Proceedings applications	48	43	75
Modifications/Compliance Assessments	263	312	248

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 (Jul 2015 – Sep 2015)

Table 7: Levy collected – over quarter

	Q1 2015-16	Q1 2014-15
Levy collected	\$9.912m	\$8.309m

Table 8: Building statistics – over quarter

	Q1 2015-16	Q1 2014-15
Number of reporting building surveyors and lodging organisations	340	347
Number of building permits issued	28,320	26,778
Reported cost of building works	\$7,912.7m	\$6,838.5m

Table 9: Plumbing statistics – over quarter

	Q1 2015-16	Q1 2014-15	Q1 2013-14
Compliance certificates sold to practitioners	98,343	91,524	84,069
Compliance certificates lodged by practitioners	95,958	87,693	na
Revenue from compliance certificates sold (\$)	3,117,863	2,831,437	2,522,710

Table 10: Audit statistics – over quarter

	Q1 2015-16
Plumbing audits	
Volume	3,874
Failure rate	18.7%
Recycled water installation inspection	
Volume	44
Failure rate	0%

Table 11: Levy Audit – over quarter

	Q1 2015-16	Q1 2014-15	Q1 2013-14
Number of Field Audits Completed	14	14	7
Number of Desk Audits Completed	0	1	1
Number of Desk Reviews Completed	27	11	6
Total Audits and Review Completed	41	26	14
Levy Recovered from Normal Audits	\$26,568.19	\$39,367.39	\$52,152.05
Unusual Audit Findings	\$67,562.20 [^]	\$55,764.80 [*]	\$0.00
Net Levy Recovered After Unusual Audit Findings	\$94,130.39	\$95,132.19	\$52,152.05

[^] A private lodging organisation was found to have one staged building permit issued but not reported to the VBA. This desk audit was carried out under the *Monthly Staged Building Permit Monitoring Program*. As a result of the desk audit, it was escalated to a field audit, currently being carried out.

^{*} A private lodging organisation was found to have 35 building permits issued but not reported to the VBA. This field audit was carried out under the *Staged Building Permit Audit Program*. Staged building permits are usually issued for high-value building works, particularly those of commercial buildings.

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

Quarterly Operations Report (Jul 2015 – Sep 2015)

Table 12: Plumbing Phone Data – at month ending

The Top 10 call categories for the period Jul – Sep 2015 make up 91% of the total inbound calls (4,929) for which technical advice was provided.

	Q1 2015-16 Call volume	Q1 2015-16 % of total call volume*	As at Sep-15	As at Aug-15	As at Jul-15
Top 10 call categories sorted by Q1 total					
Drainage	875	18%	332	299	244
Gas fitting	717	15%	248	267	202
Audit	512	10%	167	187	158
Water Supply	432	9%	162	162	108
Roofing (Stormwater)	375	8%	156	134	85
Unregulated plumbing	374	8%	143	139	92
Compliance Certificate	379	8%	122	142	115
Sanitary	246	5%	101	76	69
Legislation	292	6%	91	105	96
Modifications	193	4%	73	77	43

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

Table 13: Building Phone Data – at month ending

The Top 10 call categories for the period Jul – Sep 2015 make up 46% of the total inbound calls (3,646) for which technical advice was provided.

	Q1 2015-16 Call volume	Q1 2015-16 % of total call volume*	As at Sep-15	As at Aug-15	As at Jul-15
Top 10 call categories sorted by Q1 total					
Building Permits	269	7%	98	62	109
Defective Building Work	254	7%	89	64	101
General Technical Advice	155	4%	83	50	22
Australian Standards	142	4%	68	31	43
Protection Work	151	4%	63	36	52
Practitioner Registration	170	5%	55	73	42
Insurance	132	4%	51	47	34
Contractual	183	5%	46	69	68
Owner Builders	104	3%	45	14	45
Pool / Spa	103	3%	43	34	26

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

Table 14: Temporary structures, modifications and accreditations – over quarter

	Q1 2015-16	Q1 2014-15	Q1 2013-14	Q1 2012-13
Volume of temporary structure occupancy permits issued	14	16	20	12
Volume of plumbing modification applications	163	106	80	92
Plumbing modification applications approval rate	93.9%	98.1%	98.8%	95.7%
Volume of building product accreditation certificates issued	0	2	0	1

Table 15: Volume of security of payment – over quarter

	Q4* 2014-15	Q4* 2013-14
Applications lodged	84	51
Applications determined	50	38
Applications not determined or not yet determined	34	13
Claimed amounts	\$14,276,336	\$21,402,288
Adjudicated amounts	\$4,372,814	\$5,365,191

* This report contains the Q4 2014-15 data as Q1 2015-16 data is not due to be submitted until 31 October 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 (Jul 2015 – Sep 2015)

Table 16: Inquiries, prosecutions and freedom of information – year to date

	Q1 2015-16 finalised	Current not finalised
Building		
Prosecutions	11	16
Plumbing		
Disciplinary Inquiries	7	8
Prosecutions	0	6
Freedom of Information		
Freedom of Information	34	28
Released outside FOI Act 1982	2	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.