



# Plumbing Compliance Certificates – Obligations and common enquiries

This webinar will start shortly to allow participants to join.



*The VBA respectfully acknowledges the Traditional Owners and custodians of the land and water upon which we rely. We pay our respects to their Elders past and present.*

*We recognise and value the ongoing contribution of Aboriginal people and communities to Victorian life.*

*We embrace the spirit of reconciliation, working towards equality of outcomes and an equal voice.*



# Practitioner Education Series

As Victoria's Building and Plumbing Regulator, we **safeguard Victoria's future liveability, promoting safe, compliant buildings, built to last**

Our role is not to set policy, but to **support industry to understand and comply with the rules.**

Our Practitioner Education series **helps support the industry by providing practical insights, evidence-based strategies and useful resources.**

# Welcome

## Today you will hear from:

**Practitioner  
Education  
Series**



**Neville Campbell**

Senior Technical Advisor (Plumbing) -  
Technical & Regulation

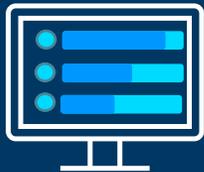
# Housekeeping



Today's session is **recorded** and will be available on the VBA website



**Questions** can be submitted and voted on via the Q&A function



We will be conducting **live polls** today, which will automatically appear on your screens



This webinar is scheduled to run for 60 minutes, but in some cases may run over time in order to cover all material

## Purpose of this webinar

This webinar will **highlight common misconceptions** around compliance certificates.

The session will focus on the **practitioner obligations under the Building Act 1993** and address some **common compliance certificate questions**.

## Learning goal

To **increase practitioner awareness of their legal obligations** regarding compliance certificates.

## Learning objectives

To understand the circumstances and timing of when a compliance certificate must be issued.

### **By the end of this webinar you should be able to:**

- **Identify plumbing work** for which a compliance certificate must be issued
- **Identify when** a compliance certificate must be issued
- **Be aware of the penalties** that may apply if you fail to meet compliance certificate requirements

## **What we will cover**

- 1. What is a compliance certificate?**
- 2. When a compliance certificate can or must be issued**
- 3. Compliance certificate information**
- 4. Retaining and accessing compliance certificates**

# What is a compliance certificate?

- A compliance certificate is a document issued by a licensed plumber to certify that the work they carry out complies with the relevant plumbing standards, codes and regulations. (i.e. the plumbing laws).
- Only a licensed plumber may issue a compliance certificate – registered plumbers cannot issue them.
- Plumbing work that is listed on a compliance certificate is covered by the licensed plumber’s insurance for a period of six years.
- A document is not a compliance certificate unless the certificate form used is a form that has been supplied by the VBA.

Certifier's Name		Licence No.	Compliance Cert No.	Compliance Cert PIN
<b>INSTALLATION ADDRESS</b>				
Site Address				
Town/Suburb			Post Code	
<b>PLUMBING WORK INFORMATION</b>		<b>BELOW GROUND SANITARY DRAINS</b>		
Date of completion of plumbing work	31/08/2010	'As Laid' plans lodged	<input checked="" type="checkbox"/>	
Value of plumbing work	\$1000 - \$4999	Water Authority 'Consent to Connect' number		
<b>TYPE OF WORK</b>		<b>GAS METER / LPG</b>		
Residential / Commercial	Residential	Authorisation number		
<b>SPECIALITY DETAILS</b>				
Modification details	<input checked="" type="checkbox"/>	Recreational vehicle's chassis number		
Cooling tower	<input checked="" type="checkbox"/>	Performance solution	<input checked="" type="checkbox"/>	
6 Star Sustainability	<input checked="" type="checkbox"/>			
<b>INSTALLATION INFORMATION</b>				
Gasfitting Water supply Sanitary Drainage				
<b>INSTALLATION DETAILS</b>				
Supply and install consumer gas line in copper (main run in 32 mm) from billing meter to HWU, cooktop and ducted heater only. Fit off of and commission all gas appliances. Cooktop clearances- Overhead: 700mm to r/hood per manufacturers requirements. Rear: 180mm from burner to ceramic tile splashback. Sides: exceeds 200mm from burner. Ducted heater- external-back wall of house r/h side. 50° Ltd, continuous flow HWU installed north wall of house 2m above ground, all flue clearance achieved. Install hot and cold water and sanitary plumbing and drainage for main bathroom, ensuite, kitchen and laundry only. All fixture locations as per approved plans dated 21/01/2023.				
<b>APPLIANCE/PRODUCT INFORMATION</b>				
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Compliance Certificate

2212H BUILDING ACT 1993

**VBA** VICTORIAN BUILDING AUTHORITY  
BUILDING CONFIDENCE

Certifier's Name	Licence No.	Compliance Cert No.	Compliance Cert PIN
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**INSTALLATION ADDRESS**

Site Address	
Town/Suburb	Post Code

PLUMBING WORK INFORMATION		BELOW GROUND SANITARY DRAINS	
Date of completion of plumbing work	31/08/2010	'As Laid' plans lodged	X
Value of plumbing work	\$1000 - \$4999	Water Authority 'Consent to Connect' number	

TYPE OF WORK		GAS METER / LPG	
Residential / Commercial	Residential	Authorisation number	

SPECIALITY DETAILS			
Modification details	X	Recreational vehicle's chassis number	
Cooling tower	X	Performance solution	X
6 Star Sustainability	X		

**INSTALLATION INFORMATION**

Gasfitting  
Water supply  
Sanitary  
Drainage

**INSTALLATION DETAILS**

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**APPLIANCE/PRODUCT INFORMATION**

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Version 1 1

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Compliance Certificate  
T 1993

Compliance Certificate  
2212H BUILDING ACT 1993

**VBA** VICTORIAN BUILDING AUTHORITY  
BUILDING CONFIDENCE

Certifier's Name		Licence No.		Compliance Cert No.		Compliance Cert PIN	
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**INSTALLATION ADDRESS**

Site Address			
Town/Suburb		Post Code	

**PLUMBING WORK INFORMATION**

Date of completion of plumbing work	31/08/2010	'As Laid' plans lodged	<input checked="" type="checkbox"/>
Value of plumbing work	\$1000 - \$4999	Water Authority 'Consent to Connect' number	

**BELOW GROUND SANITARY DRAINS**

**TYPE OF WORK**

Residential / Commercial	Residential	Authorisation number	
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**SPECIALITY DETAILS**

Modification details	<input checked="" type="checkbox"/>	Recreational vehicle's chassis number	
Cooling tower	<input checked="" type="checkbox"/>	Performance solution	<input checked="" type="checkbox"/>
6 Star Sustainability	<input checked="" type="checkbox"/>		

**INSTALLATION INFORMATION**

Gasfitting  
Water supply  
Sanitary  
Drainage

**INSTALLATION DETAILS**

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Version 1 1

## What work must a compliance certificate be issued for?

Any type of plumbing work\* if the total value of the work is \$750 or more.

This includes the cost of:

- Labour
- Materials
- Appliances
- Fixtures

(regardless of who purchased them)

and

- GST.

\***NOTE:** a compliance certificate is **not** required to be issued for any:

- Type B gasfitting work
- Type B gasfitting advanced work
- Complex gas installation (defined as any work that is **not** a Standard gas installation)



## What work must a compliance certificate be issued for?

If the total value of the work is **under \$750** a compliance certificate must be issued for any plumbing work:

- Carried out on **a below-ground sanitary drain or associated gully.**
- Involving the installation, relocation, replacement or conversion of any gas-using appliance.
- Involving the installation, modification or relocation of consumer gas piping (unless carried out by a gas company\*).
- Involving the construction, installation, relocation, alteration or replacement of a cooling tower.



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If the total value of the work is under \$750 a compliance certificate must be issued for any plumbing work:

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- Involving the construction, installation, relocation, alteration or replacement of a cooling tower.



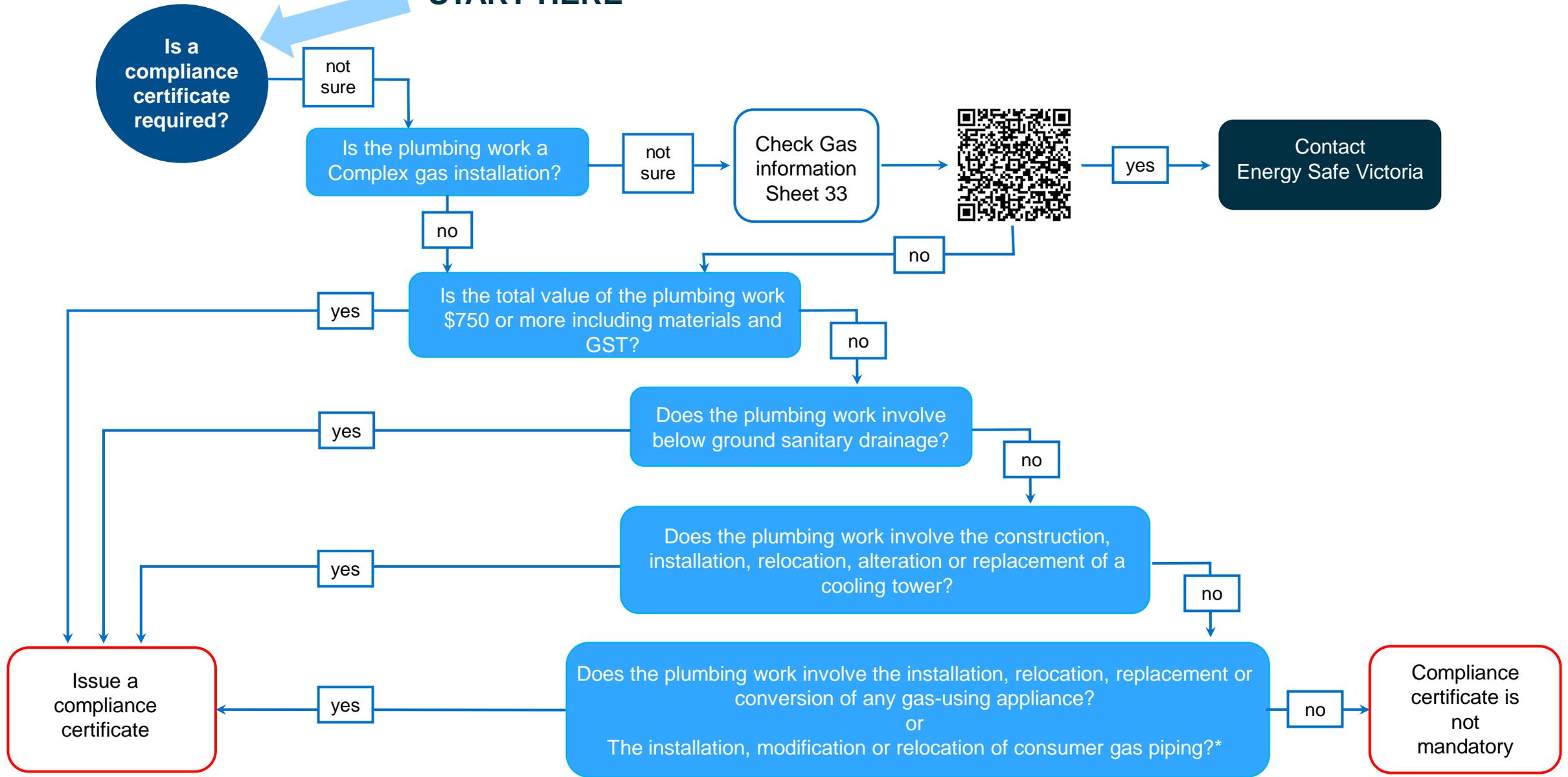
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- Involving the **construction, installation, relocation, alteration or replacement** of a **cooling tower**.



**START HERE**



# Quick quiz



You perform a service on a Type A gas appliance in its fixed location., and the total value of the work is under \$750. Is a compliance certificate required?

- A. Yes
- B. No
- C. In certain circumstances
- D. I am not sure



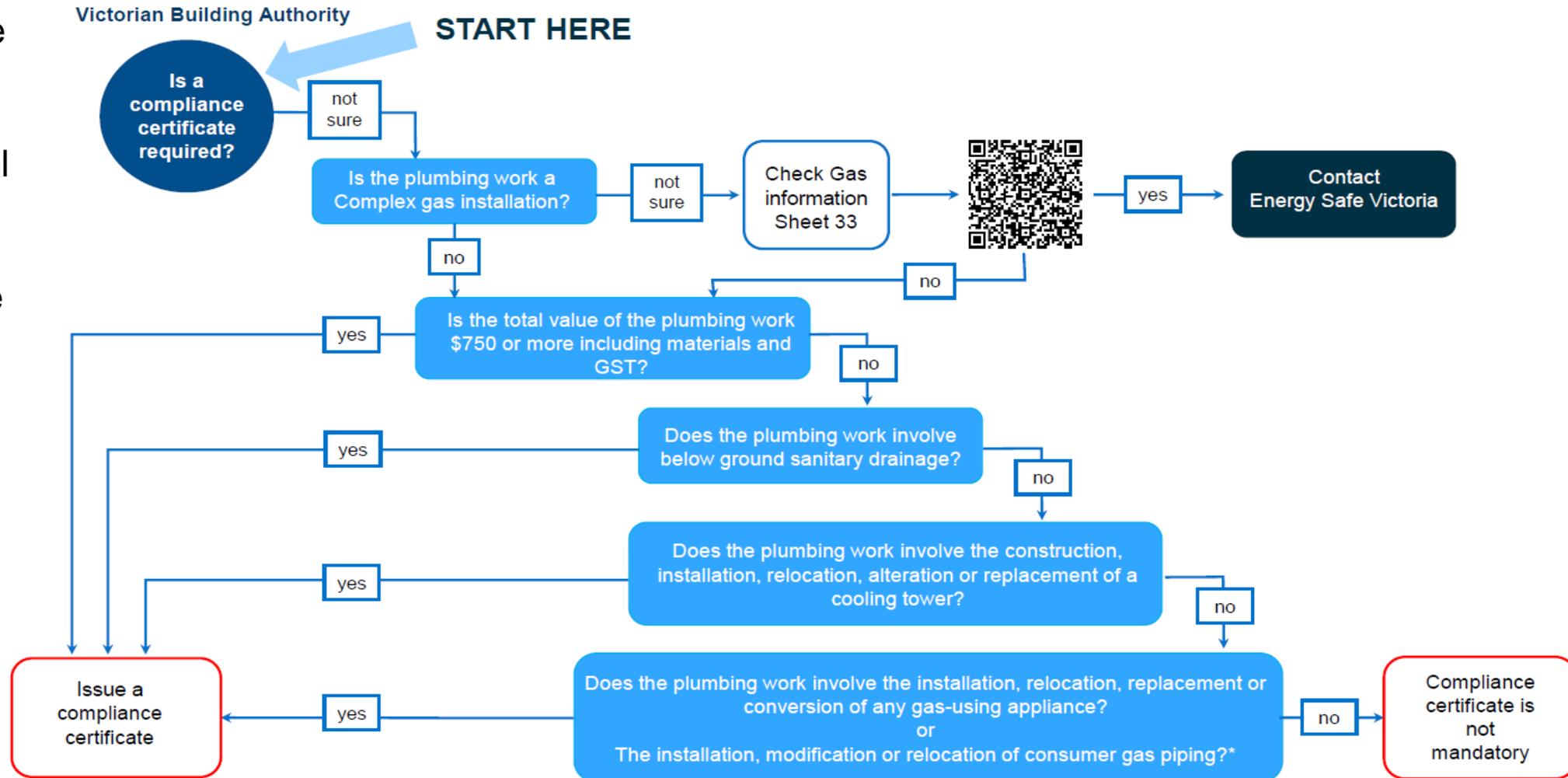
# Quick quiz



**Practitioner  
Education  
Series**

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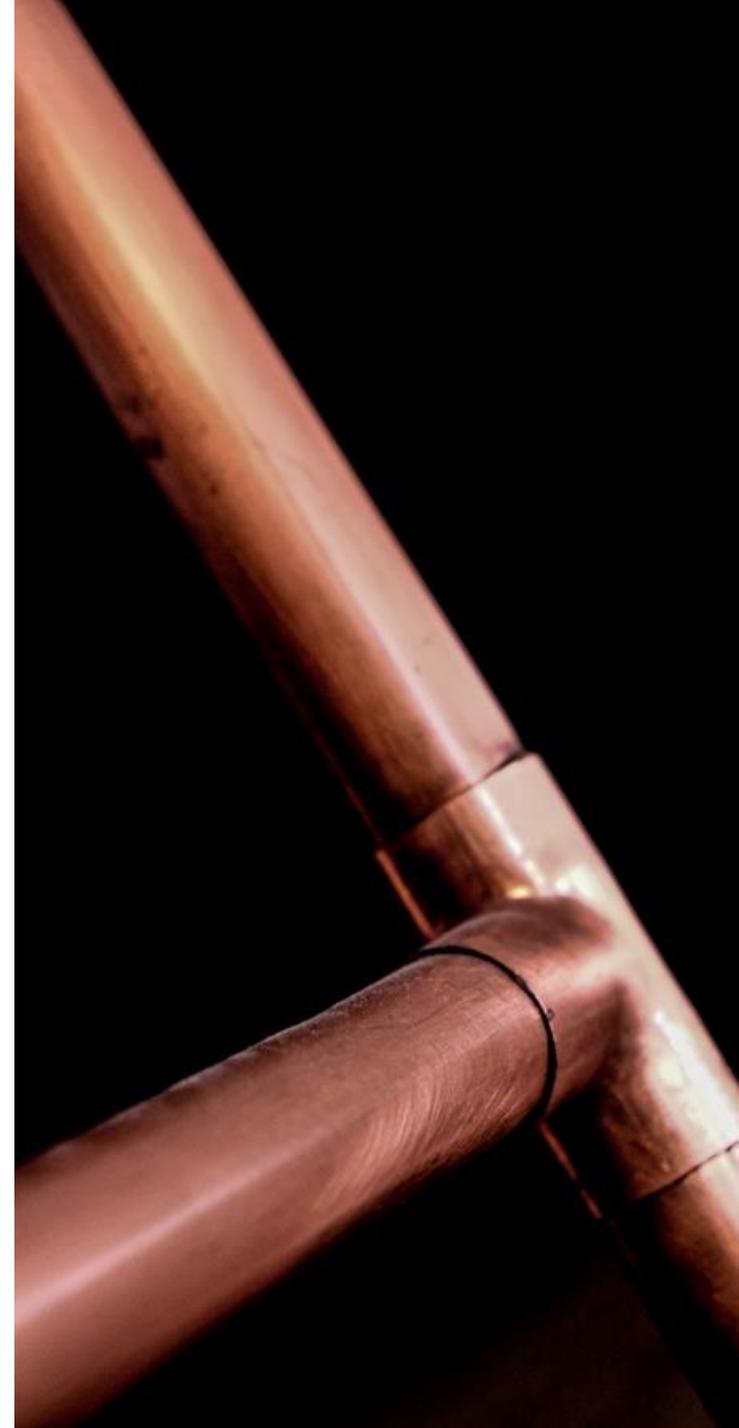
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- A. Yes
- B. No**
- C. In certain circumstances
- D. I am not sure

## Meaning of the total value of plumbing work

The total value of plumbing work includes the cost of:

- **any materials used in the work** (even if the materials were not supplied by the person carrying out the work); and
- any thing being installed (even if the thing was not supplied by the person carrying out the work); and
- the labour involved in the work, and
- GST



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- any thing being installed (even if the thing was not supplied by the person carrying out the work); and
- **the labour** involved in the work, and
- **GST**



# Quick quiz



A homeowner purchases a sink mixer valued at \$650 and requests a plumber to install it. The plumber charges \$100 to install the mixer.

Is a compliance certificate required for this job?

- A. Yes - the total value is \$750 or more
- B. No - the total value is under \$750
- C. I am not sure

# Quick quiz



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## When can a compliance certificate be issued?

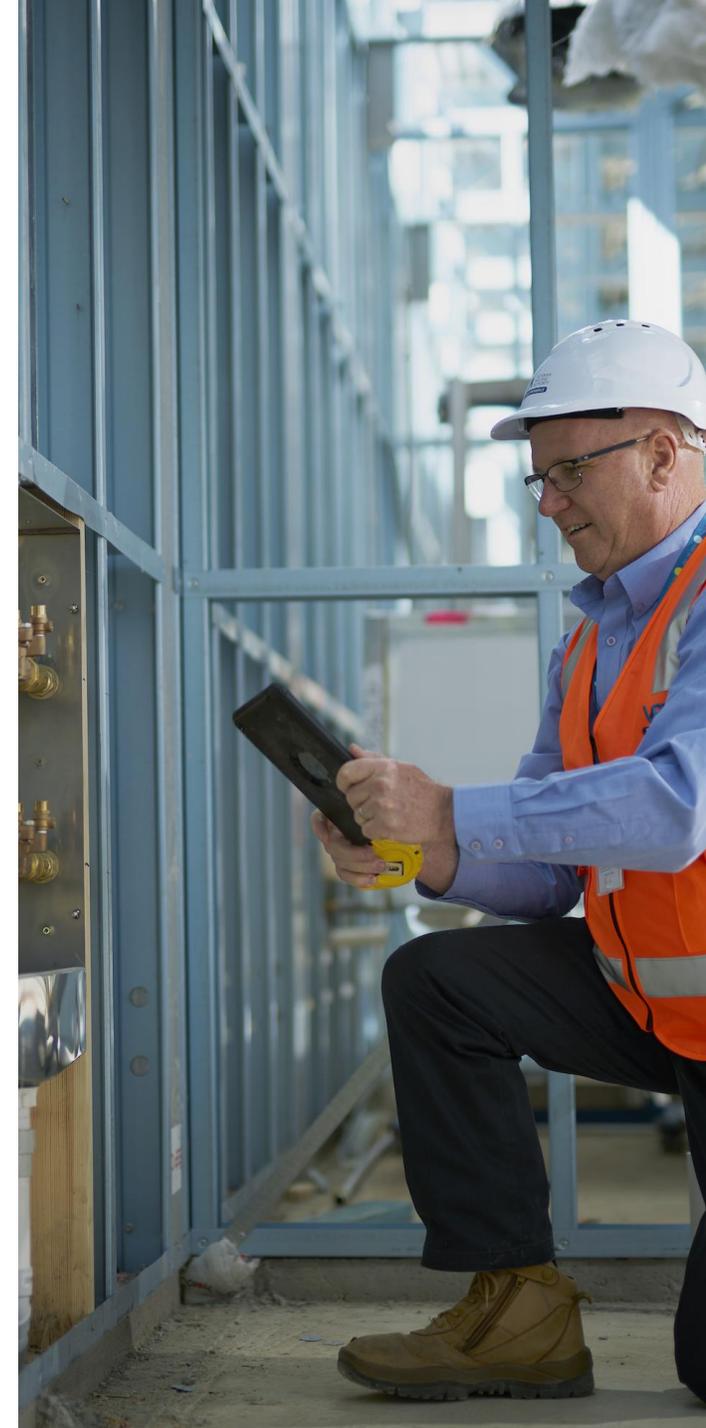
A licensed plumber can **only** issue a compliance certificate if they have:

- carried out or completed the work **themselves**,
- **supervised a registered plumber** (including someone with a provisional registration) or apprentice carrying out the work, or
- **engaged another licensed plumber** to carry out the work; or

## When can a compliance certificate be issued?

If the plumber has completed the plumbing work started by another licensed plumber, provided that the plumber issuing the certificate:

- has **inspected or tested the work** that was carried out before they carried out any work, and
- carried out any work that was required to complete the plumbing work or supervised the carrying out of the completion work, and
- states in the compliance certificate that the work complies with the requirements in the certificate and the plumbing laws.
- A licensed plumber must not state that work was carried out under their supervision unless the person who carried out the work was authorised to carry out the work.



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VBA VICTORIAN BUILDING AUTHORITY BUILDING CONFIDENCE		Compliance Certificate 221ZH BUILDING ACT 1998	
Certifier's Name	Licence No.	Compliance Cert No.	Compliance Cert PIN
INSTALLATION ADDRESS			
Site Address			
Town/Suburb		Post Code	
PLUMBING WORK INFORMATION		BELOW GROUND SANITARY DRAINS	
Date of completion of plumbing work	31/08/2010	'As Laid' plans lodged	X
Value of plumbing work	\$1000 - \$4999	Water Authority 'Consent to Connect' number	
TYPE OF WORK		GAS METER / LPG	
Residential / Commercial	Residential	Authorisation number	
SPECIALITY DETAILS			
Modification details	X	Recreational vehicle's chassis number	
Cooling tower	X	Performance solution	X
6 Star Sustainability	X		
INSTALLATION INFORMATION			
Gasfitting Water supply Sanitary Drainage			
INSTALLATION DETAILS			
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APPLIANCE/PRODUCT INFORMATION			
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Version 1		1	

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- A licensed plumber **must not** state that work was carried out under their supervision unless the person who carried out the work was authorised to carry out the work.

Penalty: 120 penalty units (221ZI)

## What is a penalty unit?

- Penalty units **determine the amount a person is fined** when they commit an infringement offence.
- The value of a penalty unit is **set annually by the Victorian Treasurer** and is updated on the 1<sup>st</sup> of July each year.
- **Until the 30<sup>th</sup> of June 2023**, the value of the penalty unit is **\$184.92**
- This means the current dollar value of 120 penalty units is equal to \$22,190.40

$$120 \text{ Penalty Units} \times \$184.92 = \$22,190.40$$



Penalty Units Justice  
and Community  
Safety

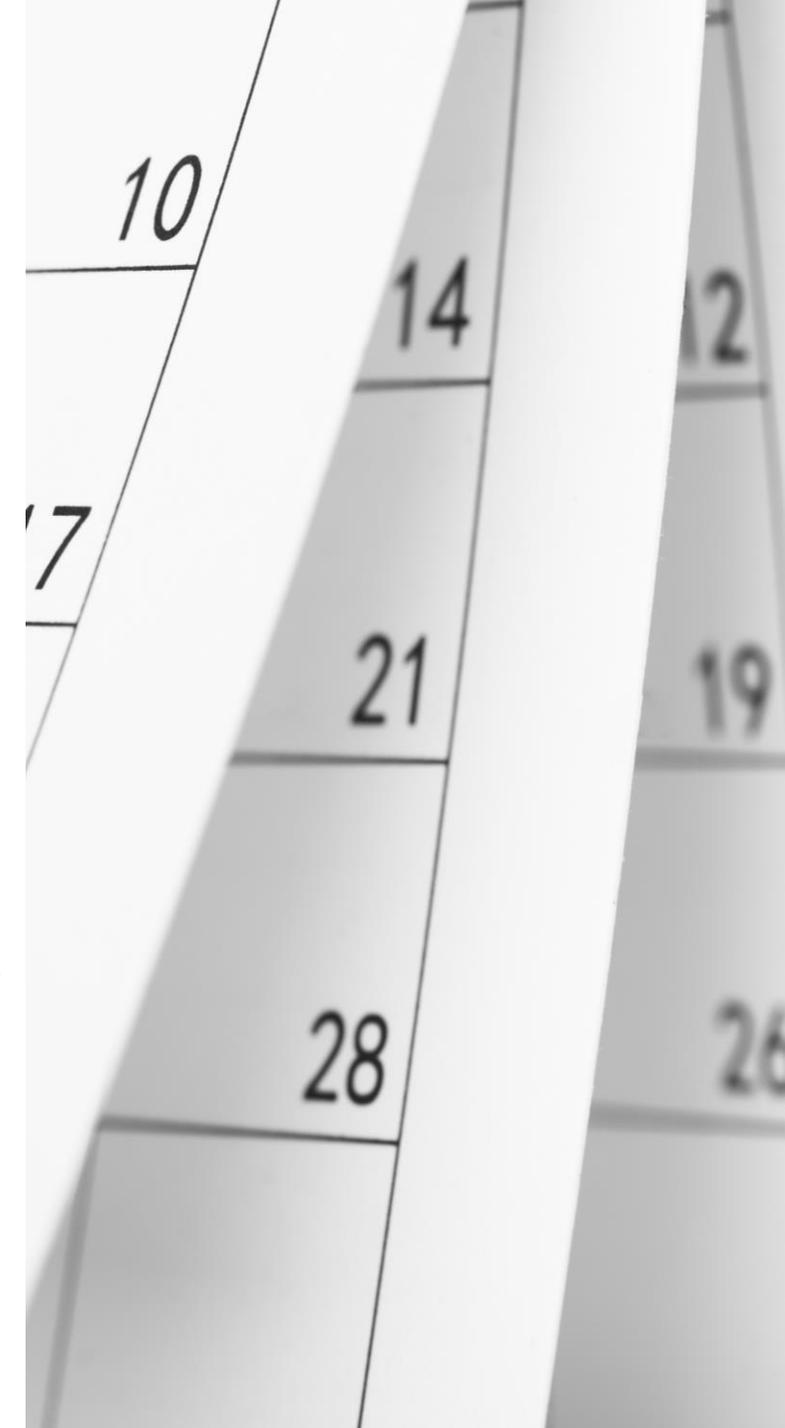


## When must a compliance certificate be issued?

- A licenced plumber must give the person for whom the work was carried out a signed compliance certificate **within 5 days of the completion of any plumbing work** for which a compliance certificate is required.
- The licensed plumber must also **notify the Authority** that the compliance certificate has been given by **lodging the certificate in VBA360**.

**Note:** Allocated **compliance certificates must be lodged** to meet these requirements.

(Penalty: 60 penalty units (221ZH(2)))



## Can a compliance certificates be withheld for non-payment and where work is incomplete?

- Where a compliance certificate is required to be issued, the legislation requires licensed plumbers **to lodge the compliance certificate with the VBA** and provide it to the person for whom the work was carried out within five days of the work being completed.
- Failing to issue or lodge a compliance certificate within 7 days is a serious offence and could result in a costly Infringement Notice (a fine of \$925) being issued for each offence or a referral to a disciplinary inquiry.
- You cannot withhold the compliance certificate as leverage for non-payment.

(Penalty: 60 penalty units 221 ZH (2A)(2B)(a) & (b))



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# Quick quiz



Where a compliance certificate is required to be issued, can a plumber legally withhold a compliance certificate if they are owed money?

- A. Yes
- B. No
- C. In certain circumstances
- D. I am not sure

# Quick quiz



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## What does completion mean?

Plumbing work is completed by a licensed plumber when whichever of the following first occurs:

- when the plumber **completes the whole of the plumbing work** that they were engaged to carry out, or
- **the whole of the plumbing work** that the plumber was engaged to carry out **is capable of being used** in accordance with the relevant plumbing laws.



## What if the work is not completed?

If the plumber **has not completed** the work that the plumber was engaged to carry out; and the person for whom plumbing work was carried out believes on reasonable grounds that the plumber **will not complete** the plumbing work;

- The person may serve a notice on the licensed plumber, to request the licensed plumber to give the person a signed compliance certificate,
- Within 5 days of service of a notice, the plumber must give the person a signed compliance certificate and lodge the certificate with the VBA.



Tip: It is recommended that the plumber describe the extent of the work completed on the compliance certificate for which they are responsible for.

(Penalty: 60 penalty units (221ZH(2B)))



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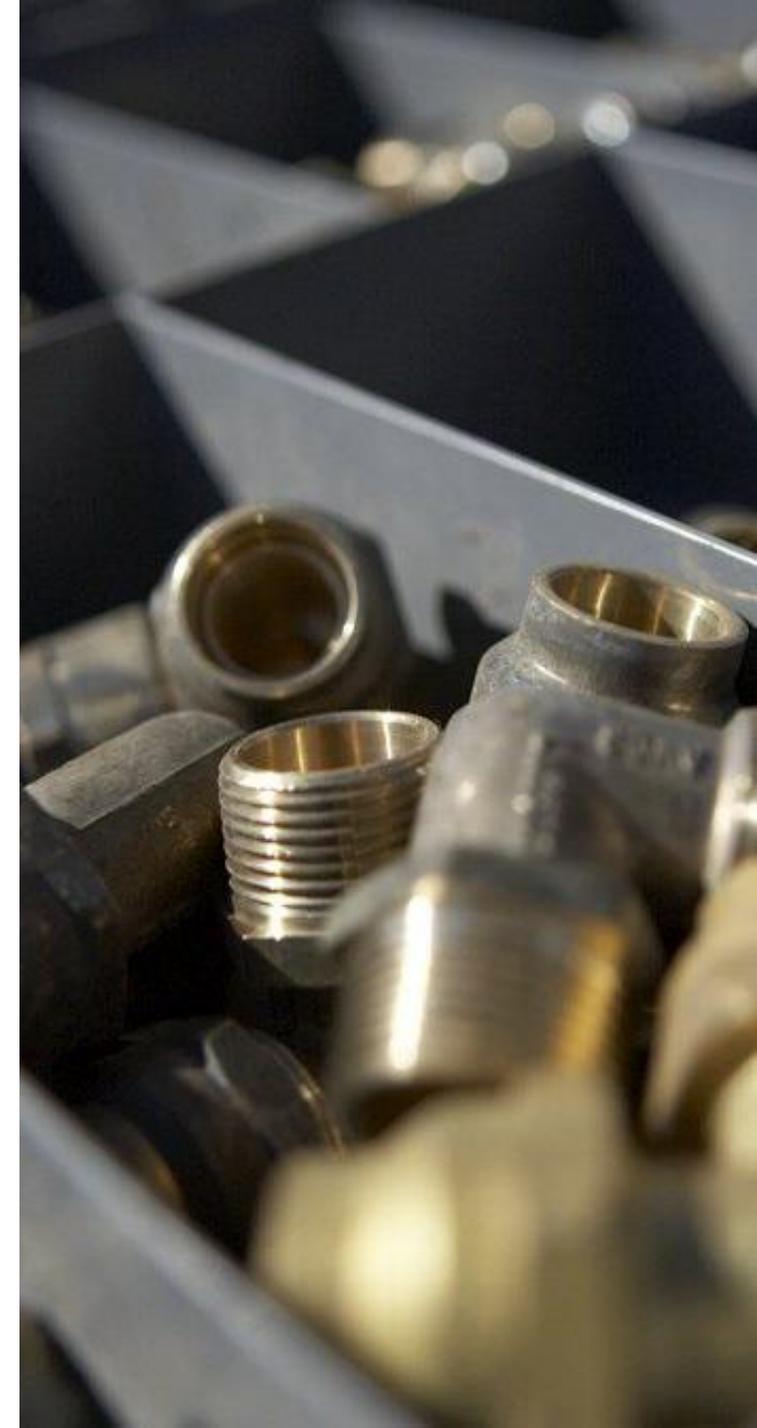


## When must more than one compliance certificate be issued?

If a plumber carries out or supervises;

- the installation, modification or relocation of consumer gas piping; or
- relocation or replacement of any gas-using appliance; or
- converts a gas appliance for use with a different gas

They must give a **separate compliance certificate for each separately metered premises** where work was carried out, even if all the work was carried out or supervised by the plumber for the same person under a contract.



# Quick quiz



When is plumbing work deemed complete?

- A. When it is capable of being used
- B. When all the work I was engaged to do is complete
- C. When the person that engaged me believes I will not finish the job
- D. If I have been sacked from a job
- E. Any of the above

# Quick quiz



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## What information must be on a compliance certificate?

A compliance certificate must contain the following information:

1. Where applicable, the eleven-digit **consent number** and **confirmation** that the plumber has lodged an 'as-laid' plan with the relevant water authority,
2. Details of appliances and fixtures installed with any comments the plumber considers necessary to specify the extent of the work they have carried out.
3. If for any reason the plumber has not completed the work, the certificate must note that the work was not completed, why it was not completed and to what stage it was completed.
4. The licensed plumber must still issue a compliance certificate for incomplete plumbing work they have undertaken that requires a compliance certificate.

(Penalty: 120 penalty units (221ZI and 221ZO))



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## What information must be on a compliance certificate?

A compliance certificate must contain the following information:

- Licensed plumber's **name** and **licence number**
- **Site address**, town or suburb and post code,



### Compliance Certificate 221ZH BUILDING ACT 1993

Certifier's Name		Licence No.		Compliance Cert No.	Compliance Cert PIN
<b>INSTALLATION ADDRESS</b>					
Site Address					
Town/Suburb				Post Code	

## What information must be on a compliance certificate?

- **Date** of completion,
- **Value** of the plumbing work,
- Where applicable, the eleven-digit **consent number and confirmation** that the plumber has lodged an 'as-laid' plan with the relevant water authority,

PLUMBING WORK INFORMATION		BELOW GROUND SANITARY DRAINS	
Date of completion of plumbing work	31/08/2010	'As Laid' plans lodged	<b>x</b>
Value of plumbing work	\$1000 - \$4999	Water Authority 'Consent to Connect' number	

## What information must be on a compliance certificate?

- The **type** of work
  - Residential - Class 1 and 10 buildings
  - Commercial - Class 2 – 9 buildings\*
- The gas meter **authorisation number** (where applicable),
- Any **specialty details** such as cooling towers, sustainability, modifications and performance solutions, or caravans,

TYPE OF WORK		GAS METER / LPG	
Residential / Commercial	Residential	Authorisation number	
SPECIALTY DETAILS			
Modification details	X	Recreational vehicle's chassis number	
Cooling tower	X	Performance solution	X
6 Star Sustainability	X		

## What information must be on a compliance certificate?

- The **installation information** (type of plumbing work)
- **Installation details** (the work you did) and
- **Appliance/ product information.**

INSTALLATION INFORMATION
Gasfitting Water supply - Hot and Cold water Sanitary Drainage- (Sewer only- Stormwater by others)
INSTALLATION DETAILS
Supply and install consumer gas line in copper (main run in 32 mm) from billing meter to HWU, cooktop and ducted heater only. Fit off of and commission all gas appliances. Cooktop clearances- Overhead: 700mm to r/hood per manufacturers requirements. Rear: 180mm from burner to ceramic tile splashback. Sides: exceeds 200mm from burner. Ducted heater- external-back wall of house rh side. 50° Ltd, continuous flow HWU installed north wall of house 2m above ground, all flue clearance acheived. Install hot and cold water and sanitary plumbing and drainage for main bathroom, ensuite, kitchen and laundry only. All fixture locations as per approved plans dated 21/01/2023.
APPLIANCE/PRODUCT INFORMATION
Generic brand 50° Ltd, continuous flow HWU-199Mjh, Serial: 123456. Generic brand 4 burner cooktop (stainless) 34Mjh, Serial: 123456. Generic brand external ducted heater 98Mjh, Serial: 123456.

## What happens if the compliance certificate lacks information?

Issuing a compliance certificate that lacks detailed information such as this example may:

- Expose the plumber to **liability for work** they have **not performed**.
- Result in **costly rectification work** for plumbing work performed by others.

### INSTALLATION INFORMATION

Gasfitting  
Water supply  
Sanitary  
Drainage

### INSTALLATION DETAILS

New house.

### APPLIANCE/PRODUCT INFORMATION

HWU. Cooktop. Ducted heater.

## Details on certificates must be accurate

A licensed plumber **must not sign (and issue) a compliance certificate** in relation to any plumbing work if the plumber knows, or ought reasonably to know, that **the certificate contains any misstatement of fact.**

(Penalty: 60 penalty units (221ZJ))



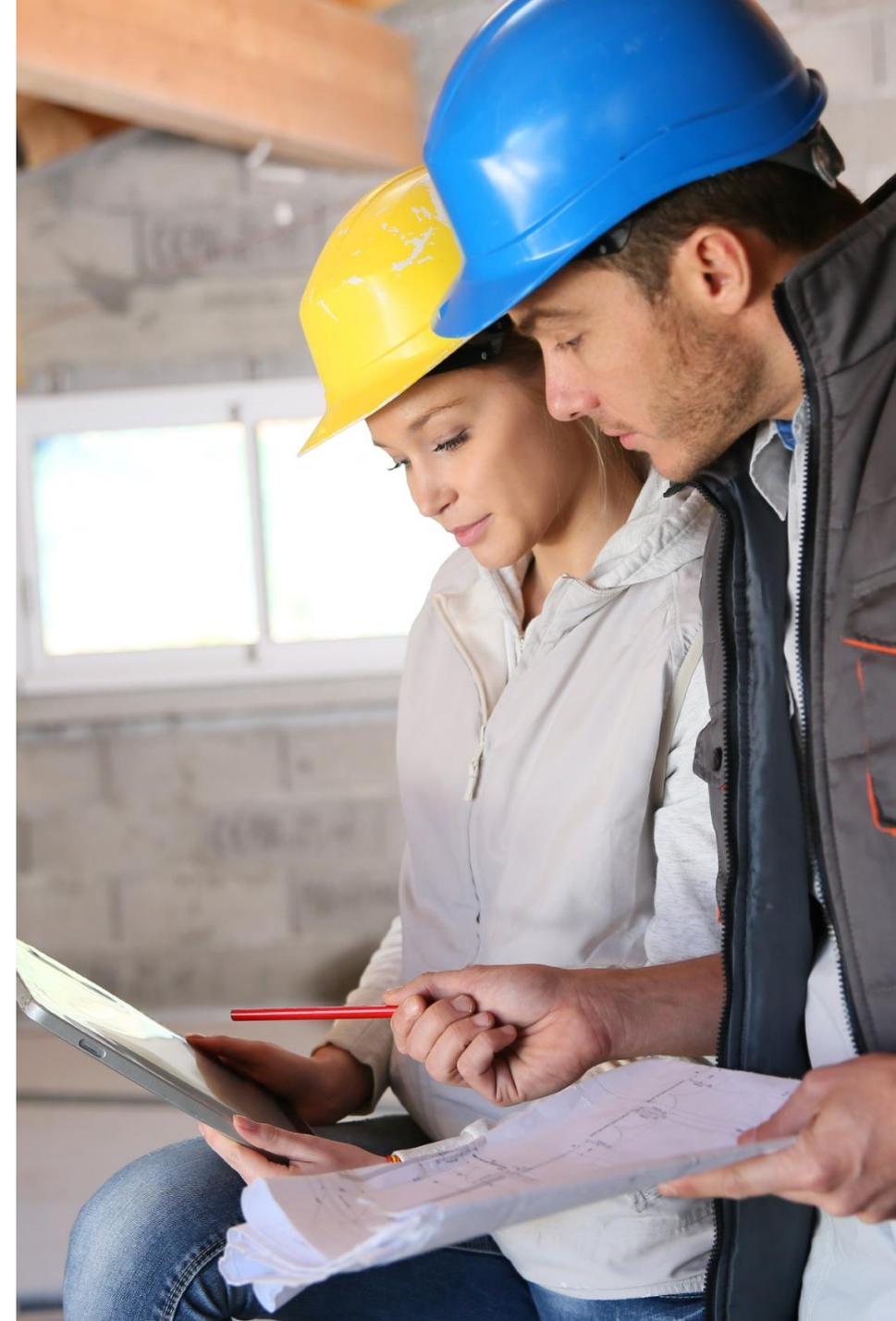
## Building practitioner or other person must give a compliance certificate to owner

If a licensed plumber carries out any plumbing work for a building practitioner or other person on any premises that the building practitioner or other person does not own; and

the plumber had given the building practitioner or other person a compliance certificate for the work,

the building practitioner or other person **must give the compliance certificate to the owner** of the premises (or to the owner's agent) **within 5 days** after receiving the compliance certificate.

(Penalty: 3 penalty units (221ZLA and 221ZLB))



## Retention of compliance certificates

A licensed plumber must **keep a copy** of every compliance certificate signed by them for **at least 10 years**.

(Penalty: 10 penalty units)



# Quick quiz



How long must a plumber keep a copy of a compliance certificate they have issued?

- A. 6 years
- B. 10 years
- C. Until the cheque clears
- D. Don't have to keep them



# Quick quiz



How long must a plumber keep a copy of a compliance certificate they have issued?

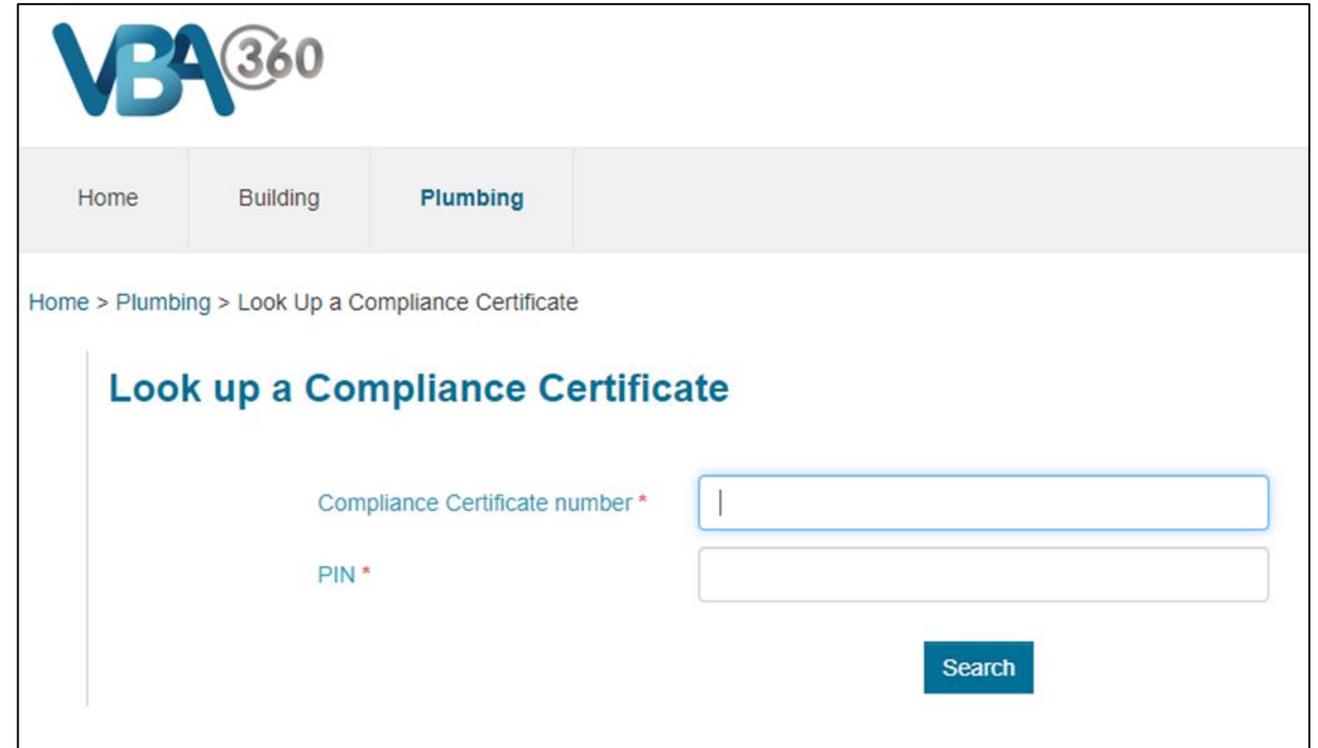
- A. 6 years
- B. 10 years
- C. Until the cheque clears
- D. Don't have to keep them

# Looking up a compliance certificate in VBA360

Consumers can **search** and **download** a compliance certificate on the VBA360 Portal

The search requires:

- individual compliance certificate number
- pin number (top right-hand side of the compliance certificate)



VBA<sup>360</sup>

Home Building Plumbing

Home > Plumbing > Look Up a Compliance Certificate

### Look up a Compliance Certificate

Compliance Certificate number \*

PIN \*

Search



VBA  
360

## What if I don't have the compliance certificate numbers?

In certain circumstances a compliance certificate **may be released by the VBA** via an online enquiry.

If a person can demonstrate that they are the:

- property owner
- or consumer of plumbing services
- or their authorised representative

they **may be eligible** to receive a copy of the compliance certificate.

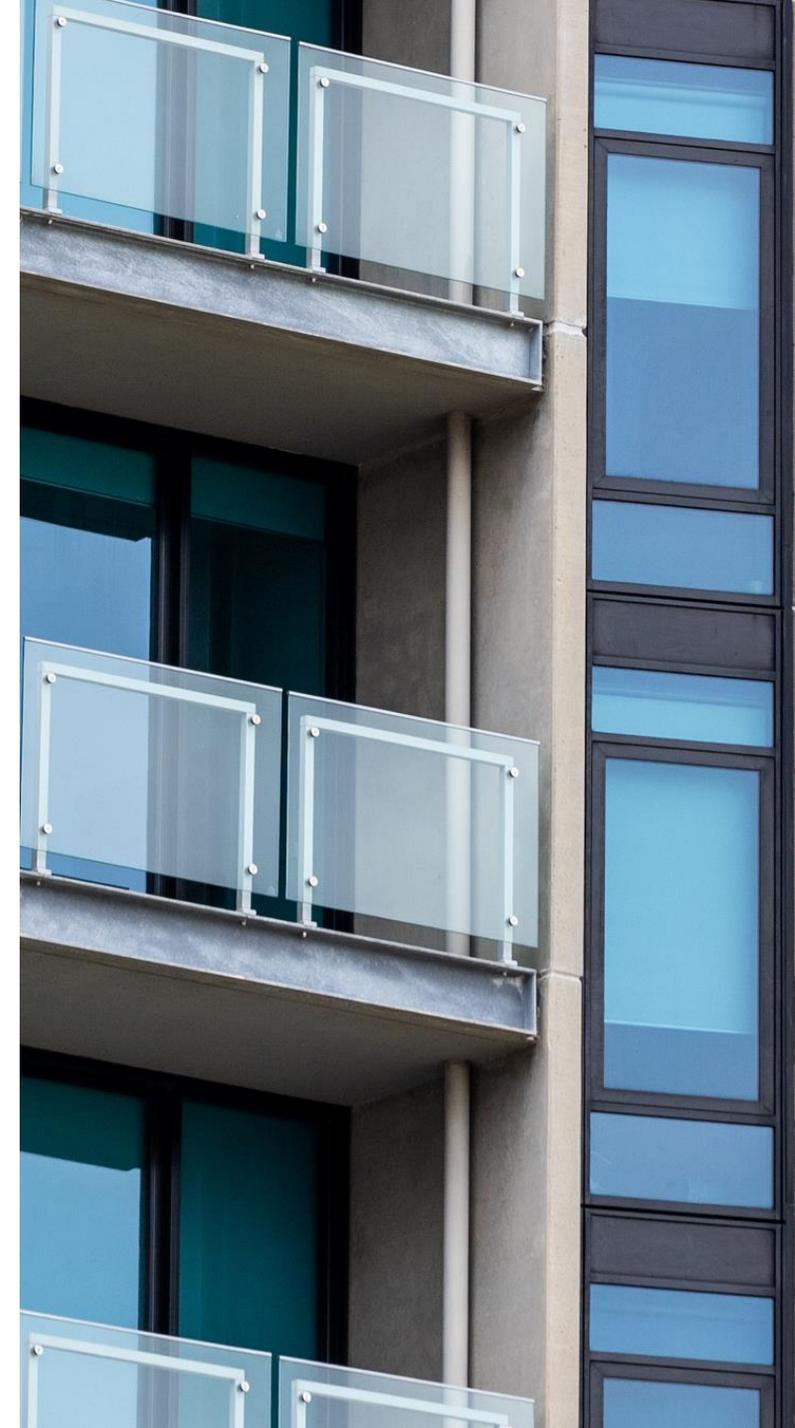
You can contact the VBA, and provide:

- your name
- address
- name of the plumber (if known, not their company)
- approximate date of the works.

However, **in some circumstances** you may still be referred to make an **FOI application**.



VBA  
enquiries



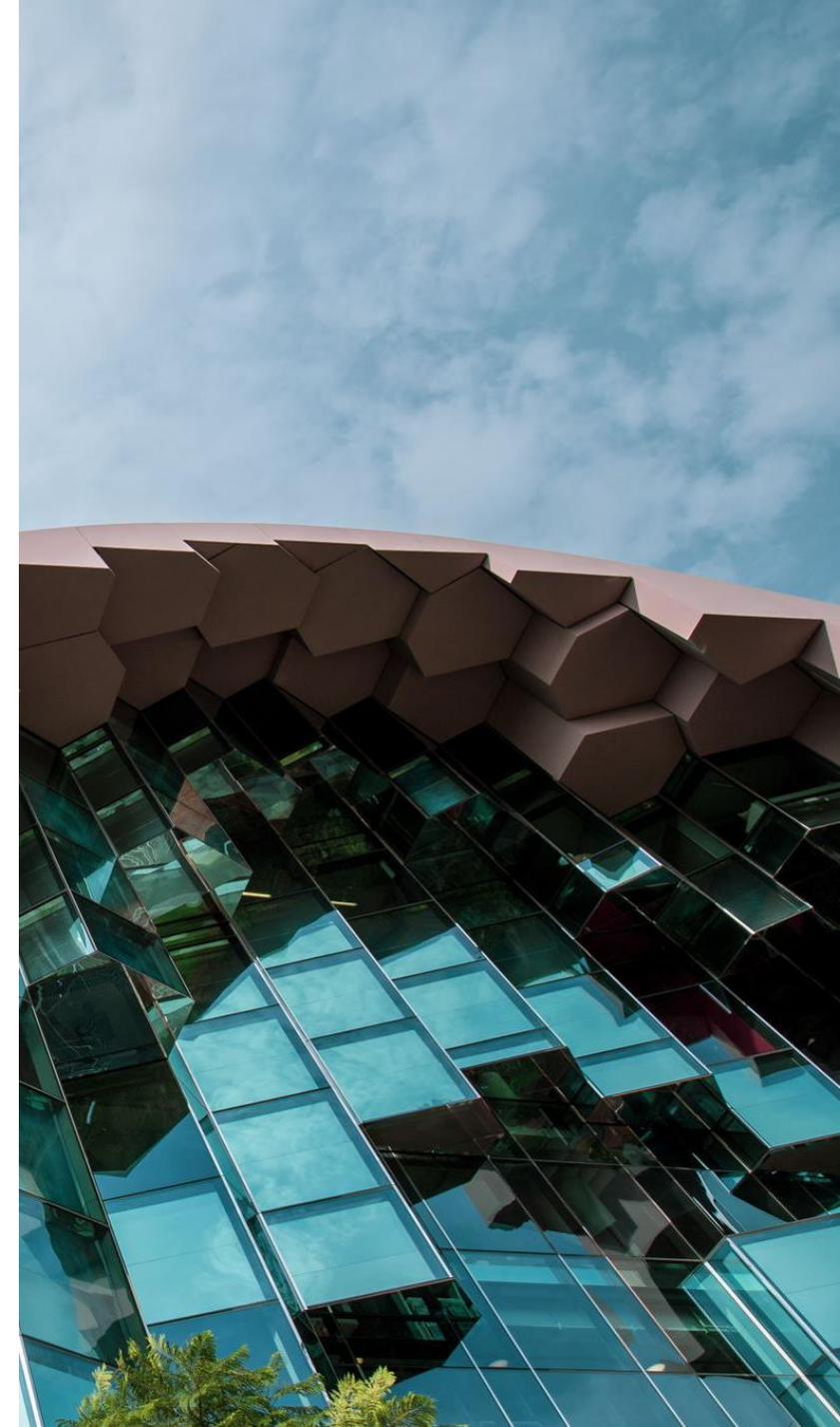
## Freedom of Information (FOI) requests

The Freedom of Information Act 1982 (FOI Act) enables any person to apply for documents held by the VBA, this includes compliance certificates regardless of whether they are lodged or unlodged. (An 'unlodged' compliance certificate is also a document within the meaning of the FOI Act).

For more information about the FOI process, please visit the VBA website via the QR code



FOI website



# Frequently asked questions



**Q**

**Can I issue a compliance certificate for a Type B gas appliance?**

**A**

**No**, as this work would fall under the meaning of complex gas installation.

Complex gas installations cannot be self-certified using the compliance certificate method. This applies to installations that require a Start Work and Compliance Notice to be lodged with Energy Safe Victoria.

To find out more about complex gas installations, contact Energy Safe Victoria on 1800 652 563.

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**Q**

**If a plumber is terminated from a job, do they still have to provide a compliance certificate?**

**A**

**Yes**, if the work involves drainage, certain types of gasfitting work, or the total value of the work and materials is \$750 or over (even if the work is incomplete).

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**Q**

**Do I need to provide a compliance certificate when carrying out a gas safety check?**

**A**

Not necessarily.

The requirement to issue a compliance certificate will be triggered if the total value of the work is \$750 or more;

or

The work also involves the installation, relocation or replacement of a gas using appliance;

or

The work also involves the modification of the consumer gas piping (including the replacement of a flexible connection or isolating valve).

Note that the temporary removal of a gas appliance from its fixed position is an installation for which a compliance certificate is required.

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The work also involves the modification of the consumer gas piping (including the replacement of a flexible connection or isolating valve).

Note that the temporary removal of a gas appliance from its fixed position is an installation for which a compliance certificate is required.

**Q**

**If I decommission a gas cooktop, do I need to provide a compliance certificate?**

**A**

Yes, the decommissioning of a gas appliance involves modification of the consumer gas piping and as such a compliance certificate must be issued.

**Q**

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**Q**

**Can I issue a compliance certificate for plumbing work in a new build if the gas appliances are not installed?**

**A**

**Yes**, you can issue a compliance certificate at any time for the work you have done.

**However**, the installation of gas appliances triggers the requirement for another compliance certificate to be issued.

**Q**

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**However**, the installation of gas appliances triggers the requirement for another compliance certificate to be issued.

**Q**

**I have installed a split system air-conditioner, do I have to issue a compliance certificate for the work?**

**A**

**Yes**, you must issue a compliance certificate where the total value of the work and materials or appliance is \$750 or more.

**Q**

**I have installed a split system air-conditioner, do I have to issue a compliance certificate for the work?**

**A**

**Yes**, you must issue a compliance certificate where the total value of the work and materials or appliance is \$750 or more.

**Q**

**I have installed a fire sprinkler system - do I have to issue a compliance certificate for the work?**

**A**

**Yes**, if the total value of the work and materials is \$750 or more.

**Q**

**I have installed a fire sprinkler system - do I have to issue a compliance certificate for the work?**

**A**

**Yes**, if the total value of the work and materials is \$750 or more.

Q

Is a compliance certificate required for the changeover of a thermocouple?

A

No, not unless the total value of the work is \$750 or more, **however** it does trigger the requirement for a Gas Servicing Record to be completed.

**Q**

**Is a compliance certificate required for the changeover of a thermocouple?**

**A**

**No**, not unless the total value of the work is \$750 or more, **however** it does trigger the requirement for a Gas Servicing Record to be completed.

**Q**

**What happens if a plumbing company goes into liquidation, and I'm owed a compliance certificate for plumbing work the company has carried out?**

**A**

Plumbing Licenses are only issued to individual people and not linked to a particular company.

If the plumbing work required a compliance certificate to be issued, and the plumbing company went into liquidation, the individual plumber who performed or supervised the work would still be legally obligated to issue a compliance certificate for that work regardless of whether the work was completed or not.

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**Q**

**I am a homeowner trying to obtain a copy of a compliance certificate for plumbing work, but the plumber has been placed into liquidation. What can I do?**

**A**

You can e-mail [customerservice@vba.vic.gov.au](mailto:customerservice@vba.vic.gov.au) with the practitioner's name and any relevant details as you may be eligible to receive a copy of the compliance certificate.

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You can e-mail **customerservice@vba.vic.gov.au** with the practitioner's name and any relevant details as you may be eligible to receive a copy of the compliance certificate.

**Q**

**Can I terminate a plumber's services because the plumber is not turning up to finish the work and ask for a compliance certificate?**

**A**

Yes, you can.

If any of the work triggers the compliance certificate requirements, and the plumber fails to issue you a compliance certificate within 5 days of their termination you may serve a written notice on the plumber to request a certificate for the work they have done.

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**Q**

**As a plumber, if I leave a job that is not completed, do I need to issue a compliance certificate?**

**A**

**Yes**, if the any of the work triggers the compliance certificate requirements, you will need to issue a compliance certificate for the work you have done regardless of whether it is complete or not.

Your compliance certificate should clearly state what you have and have not done.

**Q**

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Your compliance certificate should clearly state what you have and have not done.

**Q**

**Can my plumber withhold his compliance certificate where there is a dispute relating to variations or if I have not paid him?**

**A**

**No**, the practitioner must issue the compliance certificate within 5 days of the completion of his work.

The plumber cannot withhold issuing a compliance certificate as leverage for payment.

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**Can I amend the details on a lodged compliance certificate?**

A

The answer **is dependent** on at what stage the certificate is at, if it is lodged and there are no drain bookings/consent to connect against it, anything can be amended, however once lodged the description can only be amended, not the address.

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**Q**

**I had a plumber do some work at my place and when I got the compliance certificate it had a different name on it, is this correct?**

**A**

It is not uncommon for plumbing work to be carried out under the supervision of a different plumber. The degree of supervision will vary depending on the experience of the plumber being supervised.

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**Q**

**I have demonstrated compliance with the performance requirements of the Plumbing Code of Australia using a Performance Solution, do I still need to issue a compliance certificate?**

**A**

**Yes,** if the work requires a compliance certificate to be issued, you must issue a compliance certificate within 5 days of completion of the work. The certificate must indicate that a Performance Solution has been used and you should upload and attach the paperwork to the compliance certificate in VBA360

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## Conclusion

We have identified:

- **plumbing work** for which a compliance certificate must be issued,
- **when** a compliance certificate must be issued,
- the **penalties that may apply** if you fail to meet compliance certificate requirements.

We hope this webinar has **increased your awareness of your legal obligations** regarding compliance certificates.

# Q & A



PRACTITIONER EDUCATION SERIES

**Thank you**