



Submission to the State Development, Infrastructure and Industry Committee

Water Supply Services Legislation Amendment Bill 2014

Summary of submission

The Plumbers Union Queensland (PUQ) is opposed to the proposal in Clause 44 of the Water Supply Services Legislation Amendment Bill 2014, which will allow unlicensed water industry workers to install water meters.

Water meters are the vital connection between a water service provider's network and the home. Currently, the installation of water meters is classified as regulated plumbing work, which means that it can only be performed by an appropriately qualified and licensed plumber.

There are a number of risks associated with installation of water meters, such as:

- Domestic water supplies can become contaminated with dirt or foreign materials which could harm residents and their pipework
- Bacterial and fungal growths in water supplies leading to illness or even death
- Incorrect installation of backflow devices leading to sewage, recycled water or other non-potable water contaminating domestic water supplies and water supply networks
- Installers without adequate knowledge can be subject to electric shocks from electric lines run alongside water meter installations.

As such, the PUQ believes that a water meter can only be safely installed by an appropriately trained and licensed person.


The PUQ has conducted surveys of its membership to identify their views on this issue. A detailed analysis of the responses is included in this submission. The key findings of the survey include:

- More than 91% of total respondents indicated that a person installing a water meter should have at least an equivalent qualification to a licensed plumber (a Certificate III or higher)
- More than 25% of local government or water service provider respondents have been required to rectify defective water meter installations
- Approximately 33% of local government or water service provider members and 50% of general union members have been required to rectify defective work performed by an unlicensed person
- 100% of respondents advised they were concerned that these changes would lead to more types of plumbing work being deregulated.

An additional concern with the proposed legislative changes is that they do not specifically prohibit unlicensed people from installing sub-meters. Due to the higher complexity of this work, and the fact that they are usually installed within premises rather than at the border, it was agreed between the industry and the Department of Energy and Water Supply that if these changes were to be introduced, they would exclude sub-meters.

While the explanatory notes for the Bill state that 'sub-meters for multi-unit complexes will remain plumbing work', this is not stated in the Bill itself and as such is open to interpretation. Additionally, this may also exclude sub-meters for other types of buildings.

The PUQ urges the State Development, Infrastructure and Industry Committee to consider the arguments outlined in the submission below and to ensure that water meters continue to only be installed by licensed and qualified plumbers.

A handwritten signature in black ink, reading "BM O'Carroll". The signature is written in a cursive, flowing style.

BM O'Carroll
STATE SECRETARY

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Background

Water meters are the vital connection between a water service provider’s network and the home. Currently, the installation of water meters is classified as regulated plumbing work, which means that it can only be performed by an appropriately qualified and licensed plumber.

A proposal has been developed, based on reports from water service providers, to allow 'authorised persons' (unlicensed water service workers employed by water service providers) to install water meters.

Water service providers have stated that this will allow them to have water meters installed in remote areas where plumbers are not available, and will also reduce their costs as they will no longer be required to employ licensed plumbers.

This proposal was introduced to Parliament on Tuesday 11 February 2014 through the Water Supply Services Legislation Amendment Bill 2014.

Response to proposed legislative changes

One of the main reasons behind the proposed changes is that water service providers believe it will reduce their costs to be able to employ water service workers rather than plumbers. However, many water service providers are currently paying their plumbers a lower rate than their water service workers. For example, in their enterprise bargaining agreements:

- Queensland Urban Utilities currently pays water service workers \$35 per hour, and trained plumbers \$29.06 per hour
- Logan City Council currently pays water service workers \$30.06 per hour, and training plumbers \$26.33 per hour.

Additionally, water service providers have not indicated at any stage that they will pass any savings they might make onto their customers.

Another major reason behind the proposal is also that water service providers have difficulty finding plumbers in remote areas to perform this work. The Plumbing Industry Council (PIC) currently licences over 16,500 plumbers and drainers in Queensland, including many located in remote areas.

Checks conducted by both the PUQ and the Master Plumbers' Association of Queensland have found no proof that water service providers have found it difficult to find licensed plumbers, even in remote areas.

Another concern held by the PUQ relates to the scope of water meter work included in the Bill. While it has been agreed between the industry and the Department of Energy and Water Supply that these changes, if they are implemented, will not allow unlicensed persons to install water sub-meters, this is not reflected in the legislation. The explanatory notes state that 'sub-meters for multi-unit complexes will remain plumbing work', however this may also exclude sub-meters for other types of buildings.

The legislation also reduces requirements for water service providers to develop detailed water management plans, and instead will only need to include performance data in their annual reports. Queensland's plumbing industry is greatly concerned that these laws will only give water service providers greater powers and less accountability.

The Plumbers Union Qld is absolutely against this proposal, as it will increase risks to public health and safety and contamination of water supplies, damage the plumbing industry and could increase costs for homeowners across the State.

Hazards associated with installation of water meters

Contamination from cross-connection

A cross-connection is a point in a plumbing system where it is possible for a non-potable substance to come into contact with the potable drinking water supply. Most cross-connections commonly occur due to the installation/configuration of the water meters.

Contaminants include chemicals such as pesticides, metals, synthetic and volatile organic compounds, nitrates and nitrites, or biological contaminants such as E.Coli, salmonella and giardia.

An additional risk with water contamination is that it may not be identified immediately (e.g. from smell or sight), which could lead to longer term exposure to chemical or biological contaminants.

Examples of cross-connection incidents

Pimpama Wastewater Treatment Plant, Queensland

The Pimpama-Coomera area is a master-planned area. It started with 5,000 residents in 2004 and is planned to increase to 150,000 residents by 2056. As part of the master-plan dwellings are required to have a rainwater tank and dual reticulation water supply which is able to provide non-potable recycled water.

In December 2009 a cross-connection between supplies resulted in recycled water being delivered through potable water supplies to over 630 homes. Residents were unable to drink tap water for 4 days over a weekend. This matter was investigated by a number of authorities including Queensland Health and the Plumbing Industry Council (formerly Plumbers and Drainers Board).

An investigation by Gold Coast Water to inspect all dual reticulation properties in the area revealed 7 residences with cross connections, 5 of these were at the water meter connection.

In 2010, Gold Coast Water recorded at least 8 cases of cross connections in the Pimpama Coomera area due to various incorrect meter configurations. 5 of these were undertaken by unlicensed individuals, GCW is unaware of who installed the remaining 3.

The master plan water priorities and methods have been advertised and promoted as the future of water supply in South East Queensland for some time. If this is the case the lessening of regulation in this area is even more inappropriate.

Another cross-connection incident at the plant itself potentially exposed 375 people to lower quality recycled water for 9 weeks during 2008. An investigations by Queensland Health found that 73 of those exposed had suffered illnesses possibly related to their exposure.

Newington (Sydney Olympic Park suburb development), New South Wales

The Newington precinct was developed from the athlete's village constructed for the Sydney Olympic Games. This development included introducing a dual-reticulated supply to allow treated water to be used for non-drinking purposes, such as gardening and toilet flushing.

A complaint was made to Sydney Water regarding a salty taste in the drinking water from a resident of Newington. Investigations by Sydney Water and the Sydney Olympic Park Authority revealed that residents in at least two homes in the suburb had cross-connections in their dual-pipe water supply systems.

Rouse Hill, New South Wales

Rouse Hill is a dual reticulation development in New South Wales. A household audit prior to turning on the recycled water supply revealed around 50 cross-connections out of a total of approximately 12,000 homes. These cross connections enabled recycled water to enter the drinking supply of 82 occupied dwellings within the area. This resulted in an increase in regulation where a newly built home is required to be inspected before a Certificate of Occupancy is issued.

Electrocution

It is not uncommon for an electrical current to be attached (clamped on) to copper pipe within a dwelling, creating an electrical circuit with the piping. This is an efficient, effective and safe method of dissipating additional electricity into the soil or earth.

Removing a water meter breaks this electrical circuit. If a person then touches the pipe that was previously connected into the water meter as well as the pipe that was being used to connect the water meter into the water utility infrastructure the person completes the circuit and is electrocuted. This action is not uncommon as part of the installation of a water meter (touching the two pipes to attach a water meter). This has occurred previously leading to death.

In New South Wales between 2007 and 2009, 75 electric shocks were reported related to plumbing work interfering with the earth. Four of these were fatal.

Leaking meters

An incorrect installation of a water meter leads to water being pooled around the meter. This water often becomes contaminated with pesticides, pet excrement or legionella which lives in soil. A drop in pressure, from an incident as common as a burst water main, leads to this water being sucked back into the mains.

This can then quickly spread back into the household with the leaking main and/or neighbouring properties. This situation creates a risk a user's water supply that is not diluted by the sheer volume of water in the water utility infrastructure.

Incorrect meter placement

In a dual reticulated area there are two water meters, differentiated by colour. One meter is for the potable, non-recycled supply and the other for the recycled supply. These meters are then used as a point of truth for future plumbing work. If they are inadvertently swapped as a result of incorrect installation, this will cause problems for all future work undertaken.

For example, in 2010, Moreton Bay Regional Council reported three major cross-connections supplying Caboolture Hospital. The plumbing company who performed the cross-connections was found not to be at fault as the recycled water meter on site was already installed on the incorrect (drinking supply) line prior to the commencement of work. Council inspectors stated they believe staff from the water service provider installed the meter on the incorrect line.

In addition, many of our members have reported incidences where they have had to rectify meters which have been installed backwards. This could create problems for residents, as their water consumption will not be correctly measured and may lead to incorrect billing amounts.

Hazards associated with unlicensed plumbing work

Unlicensed plumbing work in Queensland

The Plumbing Industry Council (PIC) is Queensland's regulator of plumbing and drainage licences. One of the PIC's roles is to investigate the performance of defective, non-compliant and unlicensed work in order to protect public health and safety and the environment.

The PIC is able to issue fines under the *Plumbing and Drainage Act 2002* for performing, or supervising the performance of, regulated plumbing or drainage work without a valid licence. The fines are currently \$1100 per offence, due to the high risk to the community from the performance of unlicensed work.

Approximately a third of investigations undertaken by PIC, and approximately 50% of fines issued by the PIC relate to unlicensed work. Some issues which have been investigated include:

- defective hot water system installations, involving a myriad of issues such as:
 - unapproved hot water unit stands which could lead to roof damage or collapse and injure nearby people
 - illegal systems being installed which do not meet Australian Standards and could poison from illegal materials used in construction, and leave the homeowner with no legal recourse if the system malfunctions
 - failing to install an appropriate temperature control device to prevent scalds
 - overflow lines discharging in unapproved locations, such as in front of air conditioning systems, plastic buckets or on to the ground
 - failing to cover (lag) pipes as required by legislation which results in lost heat from the water, the pipes being unprotected from weather and possible burns from people coming into contact with hot pipes
 - using plastic pipes and fittings instead of metal, which will eventually melt and cause significant water damage to households
 - laying plastic pipes in close proximity to electric lines, which as well as causing water damage can lead to electric shocks
 - installation of systems which are inadequate for the needs of the household.
- Incorrect drainage installations laid too close to electrical piping and filling with sand
- Bathroom and kitchen renovations, where fixtures have failed as they were installed by an unlicensed person without a knowledge of appropriate codes and standards

- Maintenance workers and handymen performing regulated plumbing work which is defective or non-compliant.

These issues demonstrate how allowing unlicensed people to perform plumbing work compromises people's health and safety and their homes. Work performed by unlicensed people also voids warranties, which means when the work does fail it will not be covered by insurance.

Redcliffe stormwater drain, Queensland

The PUQ has been advised that dangerous plumbing work has occurred at Orchid Street in Redcliffe at the direction of Unity Water, putting the health and safety of local residents and the environment at risk.

We have been informed that two years ago, Unity Water instructed their unlicensed and unqualified employees to redirect a sewerage pipe into a stormwater drain, after complaints that sewage was overflowing into a local resident's pool. An inspection has also found that this stormwater drain flows directly into nearby canals.

Stormwater pits and drains on suburban streets are not designed to hold sewage. Open sewage in a stormwater system can not only lead to offensive odours, but also greatly increase the risk of diseases such as cholera and typhoid. Sewage flowing into canals and Moreton Bay could also wreak havoc on the environment and create problems for people using these waterways recreationally.

Connecting a sewerage pipe to a stormwater drain is illegal, and this work blatantly disregards Queensland's plumbing laws. Also, given that this work was performed two years ago, there are great concerns that this illegal quick-fix could have been performed many more times.

The PUQ is greatly concerned that these laws will only give water service providers greater powers and less accountability. The situation above demonstrates that water service providers are already taking shortcuts which risk public health and safety, and the proposed changes will only make it easier for them to do so again.

Wesley Hospital, Queensland

In May 2013, an outbreak of Legionella at the Wesley Hospital, Brisbane led to two of the hospital's patients contracting Legionnaire's disease, and the subsequent death of one patient.

While Legionella bacteria is found naturally in moist environments, it only becomes harmful when it is dispersed in the air (such as through a sink or shower). The bacteria generally remains dormant below 20^o Celsius, and as such is most commonly found in water cooling systems for air conditioners and warm water systems.

As Legionella is most prevalent between 20^o and 60^o Celsius, Australian Standards require that heated water must be stored at a temperature above 60^o. To ensure that water is delivered at a safe temperature, a temperature control device must be installed to limit the temperature of the water delivered at outlets.

The danger of this in relation to unlicensed people is that they do not have the required training in plumbing codes and standards to ensure that their work is compliant. Something as simple as

adjusting the temperature of a device by a few degrees could either result in bacterial contamination of a water system, or people receiving scalds from water delivered at too high a temperature.

Training and qualification requirements

Current training requirements for plumbers

Queensland currently has some of the highest training standards for plumbers in Australia, which ensures that plumbers develop high-level technical skills for performing work, as well as being able to assess the impacts of their work. Allowing water service workers with no standardised or regulated training requirements completely goes against this principle, and will result in de-skilled workers being able to perform plumbing work.

The current minimum qualification required to obtain a plumber's licence is a Certificate III in Plumbing, and the successful completion of a four year apprenticeship. These requirements ensure that plumbers have extensive knowledge of Australian codes and standards for work, and have gained practical experience in performing plumbing work.

There are no other qualifications other than the Certificate III in Plumbing that provide the full requisite training with respect to water meters for potable supply.

In addition, before a plumber is able to work without supervision, they must complete additional units from the Certificate IV in Plumbing and Services to provide further experience in planning and design of plumbing systems and other matters.

In the recent surveys conducted by PUQ of its members, approximately 90% of respondents stated that a Certificate III is the minimum qualification a person should have to be able to install water meters. Many respondents also added that this qualification should be completed as part of an apprenticeship.

Current training requirements for water industry workers

The proposed changes will allow unlicensed water industry workers to perform plumbing work unsupervised with minimal, if any training.

Many water service providers in Queensland currently offer training to their employees. However, the standard of this training is not regulated, and therefore is inconsistent across the State and also may not provide training in all required areas.

Additionally, due to the high risks associated with this work, both for the resident's water supply and the water service provider's network water supplies, a Certificate III level qualification is the lowest level deemed by the PUQ to be sufficient for protecting public health and safety and the environment.

Australia's National Training Package currently includes both a Certificate II and Certificate III in Water Operations. These courses both include completion of 11 units (3 core and 8 electives), compared to the Certificate III in Plumbing which generally requires completion of 63 units (and can be as high as 71 units depending on the streams selected).

The Certificate III in Water Operations mainly provides training to undertake monitoring work on various aspects of water supply networks. It also includes elective units relating to installation of meters for non-potable, non-urban water supplies, and monitoring and conducting minor maintenance of complex flow-control and metering devices.

The Certificate II in Water Operations contains several introductory level units relating to the installation of volumetric measuring and basic metering equipment. These units do not specifically relate to water meters, rather are designed to provide an overview of metering systems including water, gas or steam.

The competencies in these courses do not give a graduate the ability to understand the plumbing work of potable water devices or to interpret how the work impacts on the broader infrastructure. These courses also do not provide training related to installation of complex metering devices, nor does it cover potential electrical components of this work and other like complications. Further the qualifications are mostly restricted to non-urban and non-potable situations.

Additionally, the Certificate II and Certificate III in Water Operations are not completed as part of an apprenticeship, meaning that the person undertaking the training may not receive an appropriate level of 'on-the-job' experience prior to performing the work.

Due to the high risks associated with this work, both for the resident's water supply and the water service provider's network water supplies, a Certificate III level qualification with specific training in installation of water meters on potable water sources is the lowest level deemed by the PUQ to be sufficient for protecting public health and safety and the environment.

Impact on the plumbing industry

If these changes are introduced, they will have a strong negative impact on Queensland's plumbing industry.

Firstly, many respondents to the PUQ surveys stated that it is already difficult for plumbers to find work in Queensland. These changes will make it even harder for plumbers to find employment.

There are also many companies in Queensland who currently undertake water meter installation work. By allowing unlicensed and poorly trained water service workers to perform this work, it will reduce employment opportunities for these businesses and likely lead to staff being laid off.

Major commercial contracting companies will also be affected. Many of these companies currently include the installation of water meters in the package of work they deliver. Having unlicensed people perform this work will make it more difficult for these companies to complete their work efficiently. It may also lead to further job losses as they will no longer have to deliver the water meter installation component of the work.

These job losses may also affect the number of apprentices which can be taken on in Queensland, as companies will not be able to support the training of as many apprentices if they are experiencing loss of work. Additionally, fewer people may wish to enter a plumbing apprenticeship, as they may see water industry workers performing plumbing licence and wonder why it would be necessary for them to have one.

The last major impact this proposal may have, is that it may lead to more types of work being deregulated in the future. 100% of respondents to the PUQ's surveys indicated they were concerned about this issue.

Clean and safe water, which is achieved through plumbing regulation, is one of the most important factors behind Australia's excellent public health. By allowing more plumbing work to be performed unlicensed people, the health and safety of the community, and the environment, will be in significant danger.

Keep Plumbers on Tap campaign

Queensland's plumbing industry is strongly opposed to the proposed changes, and has joined together through the Keep Plumbers on Tap campaign to raise awareness of the importance of licensed plumbing for the community.

The campaign is a collaboration between the PUQ, Master Plumbers' Association of Queensland, Services Trades Queensland, Institute of Plumbing Inspectors Queensland and the Association of Hydraulic Services Consultants Australia (Queensland).

One of the main features of the campaign has been a petition where people can send an email to their State Member of Parliament to speak out against the changes to allow unlicensed people to install water meters. This petition is ongoing, to ensure that members of the industry and the general public can continue to let their representatives know of their opposition to this proposal.

Plumbers Union Queensland member surveys

General survey findings

The PUQ conducted a survey of its general members and local government and water entity members, to identify their issues in relation to the proposed legislative changes.

The surveys were distributed to members by email and were made available on the PUQ website for one week. A total of 239 members completed the survey, including 153 general members and 86 local government and water entity members.

In general, the responses to the survey indicated that PUQ members are very concerned about the possible ramifications of these law changes.

For example, more than 91% of total respondents indicated that at a person installing a water meter should have at least an equivalent qualification to a licensed plumber (a Certificate III or higher).

Additionally, 100% of respondents were concerned that these changes would lead to more types of plumbing work being deregulated.

A more detailed analysis of the survey responses is provided in the following sections.

Survey of local government and water service entity members

Questions 1 and 2

- **Does your work include installation or replacement of water meters?**
- **If yes, do you install water meters on residential and/or commercial properties?**

These questions were aimed to determine how many plumbers, currently employed by local governments and water service providers, would be affected by the proposed changes.

Approximately 80% of plumbers in this category advised they currently install water meters as part of their work. If the laws are changed to allow water industry workers to install water meters, this could result in a significant number of people losing their jobs.

Additionally, approximately 93% of respondents to Question 2 advised that they perform water meter installations on commercial and industrial sites. The water meters associated with these types of buildings tend to be much more complex than a water meter on a domestic house. If unlicensed and poorly trained water industry workers are able to perform this work, it could cause significant problems for the plumbing infrastructure of these buildings.

Question 3

- **Are you aware of unlicensed water industry workers installing water meters in your area?**

Approximately 24% of respondents to this question stated that they were aware of unlicensed water industry workers installing meters in their area.

The PUQ is very concerned by this statistic. Water service providers are already flouting Queensland's plumbing laws and allowing this work to be performed by unlicensed people. If they are given more power and less accountability, it could have a disastrous impact on the health and safety of Queenslanders.

The unlicensed work is also taking place in a number of areas, with Queensland Urban Utilities, Unity Water, Moreton Bay Regional Council, Logan City Council, North Burnett Regional Council and Gladstone City Council all identified in the survey as currently allowing unlicensed work to be performed.

Questions 4, 5 and 6

- **Have you been required to rectify defective water meter installations?**
- **If yes, are you aware if the work was done by a licensed or unlicensed person?**
- **Did the defective work impact any water supplies?**

Approximately 25% of respondents to this question advised that they have been required to rectify defective water meter installations. Some of the common problems with the work included meters being installed backwards, leakages, and meters being blocked with dirt or mud, causing them to fail.

These kind of issues are ones that plumbers are trained to avoid, however with limited training an unlicensed person may have the skills and knowledge to avoid these mistakes.

The majority of errors were performed by people without a plumbers licence. 78% of respondents who knew who had performed the work, identified it was an unlicensed person who performed this work. Of the total respondents to this question, 54% were unsure who had performed the work.

This result is another reason that a licensing system is beneficial. Where a licensed person has performed defective work, they can be subject to significant penalties and potential loss of their licence, and can also be directed to undertake further professional development to improve their skills. An unlicensed person can only be subject to fines for conducting work without a licence, which would not apply if these laws are introduced as an 'authorised person' under a water service provider will be exempt. Essentially the only recourse these people will be subject to is disciplinary action decided by their employer, which is a completely unregulated field.

Lastly, 62% of respondents to Question 6 advised that the errors in installation had affected the resident's water supply, and 10% advised that the water supply infrastructure had been affected. This demonstrates the potential reach of impacts from defective water meter installation.

Question 7

- **Are you aware of other types of plumbing work being performed by unlicensed water industry workers in your area?**

Approximately 32% of respondents advised they were aware of unlicensed water industry workers performing other types of plumbing work.

The health and safety ramifications of this unlicensed work could be disastrous. The types of work identified by respondents include installation and maintenance of various kinds of pipework, such as plumbing, drainage and sewerage, connection of irrigation services to potable water supplies, and stormwater being connected to sewage. There are many potential consequences of this work, if done incorrectly, such as backflow incidents contaminating water supply, and leaking pipes causing damage to property and excessive water bills.

It is concerning that these types of work are being performed by unlicensed water industry workers, who currently are unable to perform any types of plumbing work. If they are allowed to perform a limited amount of plumbing work in the form of water meter installations, this problem is likely to get worse.

Questions 8 and 9

- **Have you been required to rectify other types of defective plumbing work?**
- **If yes, are you aware if the work was done by a licensed or unlicensed person?**

Approximately 33% of respondents to Question 8 advised that they had also been required to rectify other types of defective plumbing work. Additionally, at least 60% of respondents to Question 9 advised that this work was performed by an unlicensed person, with the remaining 40% being unsure who performed the work.

The types of work identified in the survey included non-compliant bathroom renovations, installation of incorrect pipes and fittings, failed attempts to unblock house drains, and sluices in childcare institutions which did not have backflow prevention devices installed. The wide variety of these types

of work, which were performed incorrectly and predominantly by unlicensed people, is alarming. Encouraging unlicensed people to perform any plumbing work, whether related to water meter installations or any other work, is dangerous for public health and safety.

Question 10

– **What do you consider to be the general risks associated with unlicensed plumbing work?**

There were 62 total responses to this question. There were many general risks relating to performance of unlicensed plumbing work identified, which include:

- Unlicensed work compromises public health and safety (18% of respondents)
- Unlicensed work leads to contamination of water supplies (21%)
- Unlicensed work will lead to cross-connection of water supplies (16%)
- Unlicensed people perform poor quality work, and they are unaware of how to comply with relevant codes and standards (19%)
- With a lack of training, unlicensed people do not have the skills and knowledge to perform work correctly (11%)
- Allowing unlicensed people to perform plumbing work will result in job losses (5%)

Some of the key statements provided by respondents are given below:

- Contaminated water is not something we want in this country or state, our children's future is at risk and we should never compromise on health and safety. The mix up of potable and non-potable water supplies is adding to the risk already, without considering unlicensed people to perform plumbing work.
- They are untrained and will make mistakes and poor judgement calls on methods and materials.
- Creating dangerous crossovers, contaminating water supplies, and shonky workmanship.
- Plumbers are trained to provide sanitation. Without the proper training an unlicensed person can't possibly know how to install repair to the standards set out down in the Plumbing Standards.
- The knowledge that we have acquired over the years is something that is taught and experienced. If unlicensed works is allowed to be done then the risk of defective works is increased dramatically. If there are unlicensed works being completed then you can bet that the works are not inspected and regulated by our local authorities.

Question 11

– **What do you consider to be the specific risks associated with an unlicensed person installing water meters?**

There were also 62 total responses to this question. There were many specific risks relating to installation of water meters identified, which include:

- Impacts on public health and safety (18% of respondents)
- Risk of contamination of water supplies (24%)
- Risk of cross-connection of water supplies (11%)

- Installation of water meters should only be performed by a person with adequate training (11%)
- Poor quality work resulting in incorrect installation, leaks and other problems (16%).

Some of the key statements provided by respondents are given below:

- Contamination and faulty installations, possibly wasting water. Also the spread of unlicensed person into other plumbing works.
- Dirt and other contaminants getting into household water supply and damaging hot water units and toilet cisterns, etc.
- Back flow issues potential for chemicals to get into water mains if installed incorrectly.
- Incorrect installation, the risk of backflow contamination in to the mains supply. If installed incorrectly then who knows what the client or ourselves would be charged for the water usage.

Question 12

- **Given that a plumber needs a minimum of a Certificate III to be able to perform plumbing work, what is the minimum qualification level a person should have to be able to install a water meter?**

Approximately 95% of respondents to this question identified that a Certificate III qualification or higher should be required to be able to install water meters. Many respondents also identified that in addition to a Certificate III, an apprenticeship should also be undertaken.

It should also be noted that no respondents stated that 'no qualification' was suitable to be able to install water meters.

The requirement for a minimum of a Certificate III qualification to perform this work would ensure the person has the appropriate skills to perform the installation correctly, and also to perform a risk assessment to ensure they protect public health and safety.

Question 13

- **The proposed changes will let unlicensed people install water meters. Are you concerned that this may lead to more types of work becoming unregulated in the future?**

100% of respondents to this question advised they were concerned that this change would lead to more types of work being deregulated in the future.

If these changes are introduced, it may set a precedent to allow more types of work to be performed by unlicensed people, which would significantly impact the industry.

Question 14

- **Do you have any further comments about this issue?**

35 respondents provided further comments about this issue. Some of the key statements provided by respondents include:

- I think it would be irresponsible to put our precious water supply at risk by allowing unqualified and uneducated people to tamper with it.
- We are trained to deliver a safe and healthy water to residents. Why would you risk the health of people by lowering the standard of trained people.
- People need to be properly trained to do their job. There is no benefit to their health or their wallets in poorly done work.
- Installation of water meters may seem uncomplicated but there are many obstacles. Pipe sizes vary, access to water supply can be challenging. It's certainly not straightforward and should be performed by licensed plumbers only. There are so many plumbers out of work I know of dozens who applied for a water meter job that was recently advertised. Where do they go?
- I have employed plumbers for years, whether they were sub-contractors or employees. When an issue arose of poor workmanship through no fault of my own I had to fight to retain my licence. Now the government wants to let the work go to an unlicensed, unskilled unsuitable person for the job.

Survey of general union members

Question 1

- **Have you ever been required to rectify defective plumbing work performed by an unlicensed person?**

More than 50% of respondents to this question stated that they had been required to rectify work performed by an unlicensed person.

This statistic demonstrates how plumbing work performed by unlicensed people is more likely to be defective. Some of the key problems identified by respondents include:

- Hot and cold water lines crossed over
- Incorrect drain falls
- Incorrect hot water system installation
- Drainage and sewage connected to stormwater
- Incorrect pipes and fittings used
- Recycled water to potable water cross-connections
- Defective bathroom renovations

The wide range of problems is an indication of the need for people performing plumbing work to be appropriately trained, and to be accountable for their work to a regulator.

Question 2

- **What do you consider to be the general risks associated with unlicensed plumbing work?**

There were 110 total responses to this question. There were many general risks relating to performance of unlicensed plumbing work identified, which include:

- Unlicensed work compromises public health and safety (24% of respondents)
- Unlicensed work leads to contamination of water supplies (13%)

- Unlicensed work will lead to cross-connection of water supplies (19%)
- Unlicensed people perform poor quality work, and they are unaware of how to comply with relevant codes and standards (16%)
- Unlicensed people are unaware of requirements for backflow prevention (6%).

Some of the key statements provided by respondents are given below:

- That plumbing will be a dying trade because people will pay unlicensed people to do the job cheaper.
- Health risks to the public when potable water is connected incorrectly by unlicensed persons.
- 1. The almost certainty of work not being carried out to the standard that it is when performed by licensed personnel. 2. Installations being conducted incorrectly causing faulty and dysfunctional operations, costing more money in the long haul in terms of rectification. 3. Work being taken from licensed, hard-working and dedicated professionals and handed over to those who have undercut the industry.
- Incorrect installations which can lead to ongoing problems with the sanitary system and the water supply.
- It will bring so-called "cowboys" to the industry. It will drive pay and conditions we have fought long and hard for to an all-time low. Not to mention putting everybody's health at risk, due to lack of experience and cross contamination.

Question 3

- **What do you consider to be the specific risks associated with an unlicensed person installing water meters?**

There were also 110 total responses to this question. There were many specific risks relating to installation of water meters identified, which include:

- Impacts on public health and safety (15% of respondents)
- Risk of contamination of water supplies (27%)
- Risk of cross-connection of water supplies (20%)
- Poor quality work resulting in incorrect installation, leaks and other problems (16%).

Some of the key statements provided by respondents are given below:

- Wrong connection to the water main/ incorrectly installed water meters will contaminate the water supply upstream and downstream.
- Contamination of potable water, I've seen it before. I used to work for Queensland Urban Utilities and you wouldn't believe the amount of times I had to fix water industry worker mistakes on installing and maintaining water meters and potable supplies, not only to homes but businesses eg. QML and doctors surgeries.
- Obvious health risks are associated with unlicensed work, including contamination. Another negative aspect of this proposal is that after these individuals and companies are able to perform such a task, it leads to the future risk that these individuals will continue to hack away at the industry - causing more problems.
- With 70% of Australia in drought water is way too precious to waste. There is a greater risk of massive water wastages due to leaks, poor workmanship, lack of quality assurance. Safety

will also be jeopardised to the installer and general public due to inexperience and incompetency.

- The health of the community is at risk whenever any part of plumbing infrastructure work is performed by unlicensed persons.

Question 4

- **Given that a plumber needs a minimum of a Certificate III to be able to perform plumbing work, what is the minimum qualification level a person should have to be able to install a water meter?**

Approximately 89% of respondents to this question identified that a Certificate III qualification or higher should be required to be able to install water meters. Many respondents also identified that in addition to a Certificate III, an apprenticeship should also be undertaken.

It should also be noted that no respondents stated that 'no qualification' was suitable to be able to install water meters.

The requirement for a minimum of a Certificate III qualification to perform this work would ensure the person has the appropriate skills to perform the installation correctly, and also to perform a risk assessment to ensure they protect public health and safety.

Question 5

- **The proposed changes will let unlicensed people install water meters. Are you concerned that this may lead to more types of work becoming unregulated in the future?**

100% of respondents to this question advised they were concerned that this change would lead to more types of work being deregulated in the future.

As mentioned above, if these changes are introduced, it may set a precedent to allow more types of work to be performed by unlicensed people, which would significantly impact the industry.

Question 6

- **Do you have any further comments about this issue?**

67 respondents provided further comments about this issue. Some of the key statements provided by respondents include:

- We need to maintain the high standard that is required by our trade and licensing and regulation is the best way to stop it being undermined.
- This issue is a clear attack on licensed tradespeople that undermines our license while our license fees continue to rise and will eventually render the licences worthless
- We must fight to protect the plumbing apprenticeship system and encourage the employment of younger apprentices.
- Installation by unlicensed persons will potentially erode health safety standards and pose risk to the community.
- Unregulated work definitely has the potential to jeopardise the health and wellbeing of all Australian citizens.

- Any plumbing work carried out by any unlicensed plumbers is a major breakdown in the water system and shows that council is more concerned about dollars than the health of the community.
- As a licensed plumber I have grave concerns for the future of our industry. This has the potential to have big effects on my family. These laws need to be stopped in their tracks to ensure the plumbing industry and the future of our drinking water stays safe and strong for many years to come. These unjust laws need stopping ASAP!!
- We are a licensed trade for a reason, we only need to look at past cases where there are numerous times where one mistake can put an entire community's health in jeopardy.
- Dirty water is the world's biggest killer.

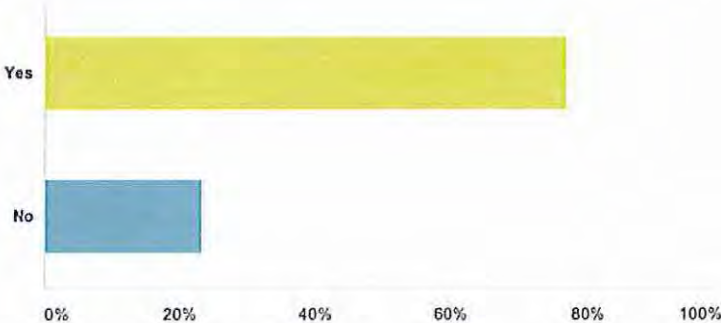
Attachment 1 – Data from survey of local government and water entity employees

Attachment 2 – Data from survey of general union members

Attachment 3 – Photos from Redcliffe of sewer leading to stormwater drain

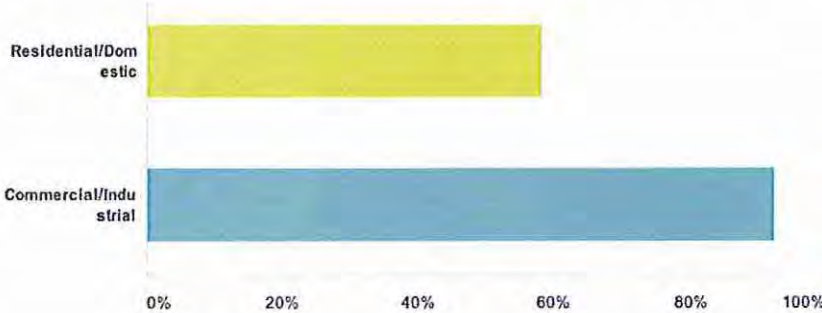
Attachment 1 – Data from survey of local government and water entity employees

Q1 Does your work include installation or replacement of water meters?



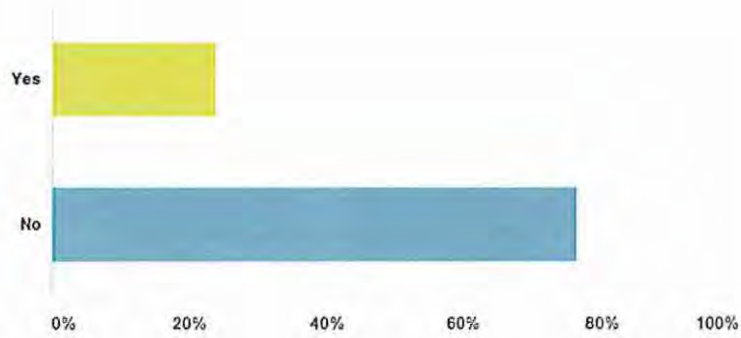
Answer Choices	Responses	
Yes	76.74%	66
No	23.26%	20
Total		86

Q2 If yes, do you install water meters on residential and/or commercial properties?



Answer Choices	Responses	
Residential/Domestic	58.21%	39
Commercial/Industrial	92.54%	62
Total Respondents: 67		

Q3 Are you aware of unlicensed water industry workers installing water meters in your area?

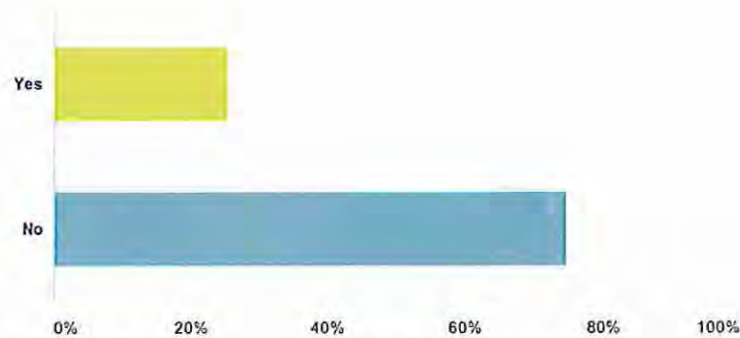


Answer Choices	Responses	
Yes	23.53%	20
No	76.47%	65
Total		85

Comments

- Queensland urban utility
- unqualified workers within the industry such as gangers which are not licensed
- unity water have one or two
- Labourers putting in water meters
- Gladstone council has used labourers to install water meters
- Replacement of meters by unlicensed persons
- I have witnessed Unity Water employees without plumbers licenses installing water meters over the last 12 months on a regular basis.
- MBRC area, water industry worker installing water services from the ferral cock to the property including the water meter. Public entities are required to have an engineer supervise and sign off all infrastructure works. These workers are generally unsupervised with no engineer in sight.
- Gangers and labourers
- i work for NBRC as an assistant water operator /plumber along side unlicensed meter installers.
- Ipswich Water and BCC were on this bandwagon for years before QUU
- Estate Development as part of civil infrastructure
- I don't know who they were but the people who renewed my water meter could not have been a licensed plumber as it leaked from the day it was changed over. I had to fix it myself
- I work for logan city council ,and there is alot of un licenced work be carried out
- seen labourers for council changing water meters

Q4 Have you been required to rectify defective water meter installations?

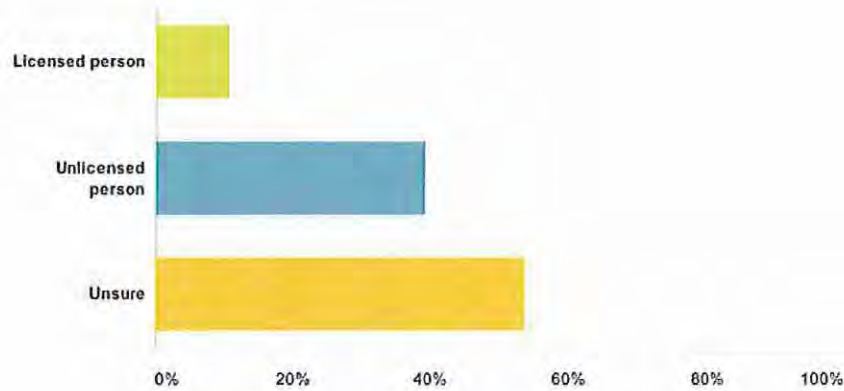


Answer Choices	Responses	
Yes	25.32%	20
No	74.68%	59
Total		79

Comments

- Constantly see previous question
- Water meters of many brands fail to function properly for various reasons. When these are "picked up" by our meter readers they go into a urgent list to be replaced asap. Sometimes in the process of replacing the failed meter for a new one, pipes can break, joints start leaking on both sides of the meter. We as Council plumbers have the knowledge & materials to repair this straight away. Also the Authority to turn of whole streets of water mains if necessary for the repairs.
- Water meter installed backwards Fittings not done up properly mud and dirt blocking up the meter
- Poor workmanship
- Installed incorrectly, eg; against the flow
- Redland city council meters
- Had to organise Water Provider to replace meter
- Water leak, the water industry worker over tighten the barrell union on the property side of the meter. The replacement meter was smaller and required the piping to be extended, this did not stop the industry worker from attempting to stretch the piping and creating a break in the piping. Unskilled with no idea, these worker have poor welding skills and think poly can solve all problems.
- Were installed backwards
- not only do they leave it leaking they let sand and mud enter the internal water service
- My own house
- Dirt blockages on new installations , meter installed backwards meters leaking costing customers money
- meter in backwards leaking meter tails

Q5 If yes, are you aware if the work was done by a licensed or unlicensed person?

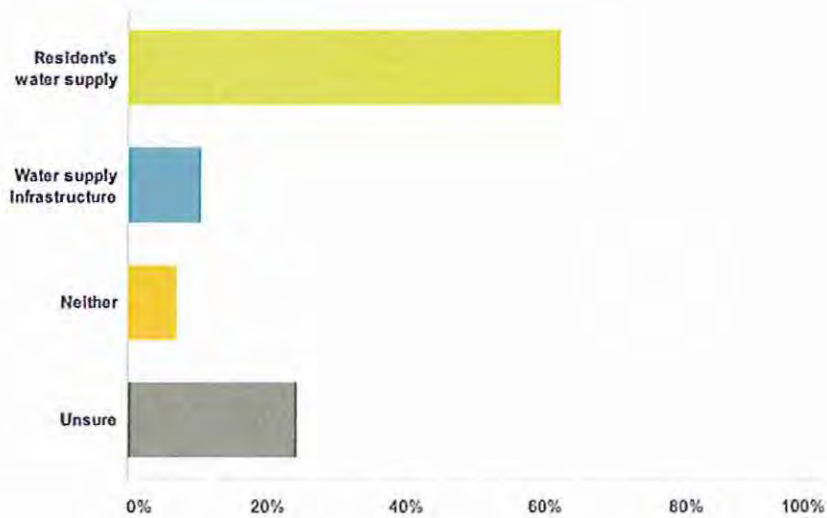


Answer Choices	Responses
Licensed person	10.71% 3
Unlicensed person	39.29% 11
Unsure	53.57% 15
Total Respondents: 28	

Comments

- see question 3
- Our services are usually done by Council plumbers, but in new housing estates, the developers "Plumbing Contractors" install the mains & tap the main & bring the service to the property & capped off. Council Plumbers finish the Service Installation including the water meter once a Building Application goes in.
- We used to do the whole new connection tap the main. Now the developers do it with labourers. workmanship is terriable. We waste alot of time fixing up their workand the ratepayers are going to be paying for it in the future.
- N/A
- Property owner comfirmed the person was not a plumber, he was told they don't need a licence. The property owner didn't agree and other the leak call a plumber to fix the mess.
- Ganger
- I am a licensed plumber No11120
- Labourers in logan city council
- Not applicable

Q6 Did the defective work impact any water supplies?

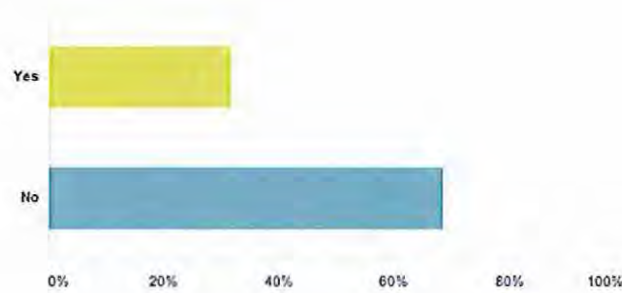


Answer Choices	Responses	
Resident's water supply	62.07%	18
Water supply infrastructure	10.34%	3
Neither	6.90%	2
Unsure	24.14%	7
Total Respondents: 29		

Comments

- service turned off to repair faulty workmanship
- Complaits from home owner
- On going cost to the ratepayer for poor workmanship
- Meter on backwards
- N/A
- Water meter was blocked with foreign material was not flushed properly after installation by unlicensed water industry worker
- Damaged the property owners water piping, water losses occured by the owner
- Had no water as meter was installed backwards
- I ended up with an excess water bill
- Dirty water, no water , leaks
- Not applicable
- resident had no water

Q7 Are you aware of other types of plumbing work being performed by unlicensed water industry workers in your area?

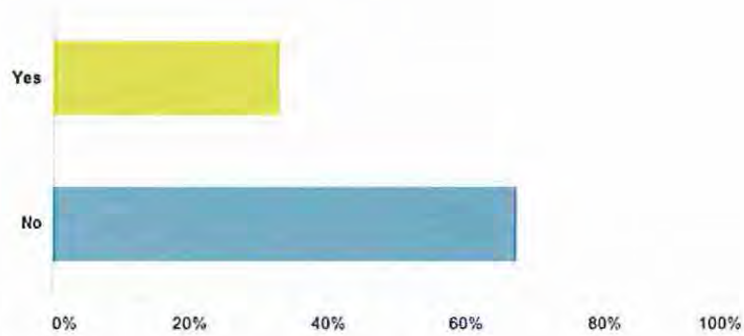


Answer Choices	Responses	
Yes	31.51%	23
No	68.49%	50
Total		73

Comments

- Parks officers from BCC performing repairs
- Port Douglas Council does not have a qualified plumber
- I said NO, but I suspect that just about everywhere in Queensland, you see a Irrigation Service being installed, I would have a safe bet it's being done by a person not a trained & Licenced Plumber in any way. They connect their pipes to "Potable Water Supplies" for the irrigation water.
- handyman maintenance
- jump up repairs
- Unlicensed work being carried out by welders, boilermakers on Curtis Island
- Unlicenced plumbers runing polly lines into houses
- mainly domestic self repairs
- Bechtel on Curtis Island.
- Gladstone council some meters new connectiond
- Stormwater connected to sewer drainage
- gangers performing repairs to water services (when on call)
- poly welding of water and fire mains .
- Connection of house drains to new sewer connections, replacing jump up on house drains, unblocking house drains
- Commercial meter installations such as 150mm SDCV and 50mm copper service
- People with poly welding tickets installing water, gas and storm water lines
- Service pipe replacements, water main breaks new connections
- Goodstart Early Learning Centres subcontract maintenance men who are installing tapware, sluices, etc. without being aware of (1) voiding warranty and (2) regulations regarding backflow, etc.
- leaks by labourers

Q8 Have you been required to rectify other types of defective plumbing work?

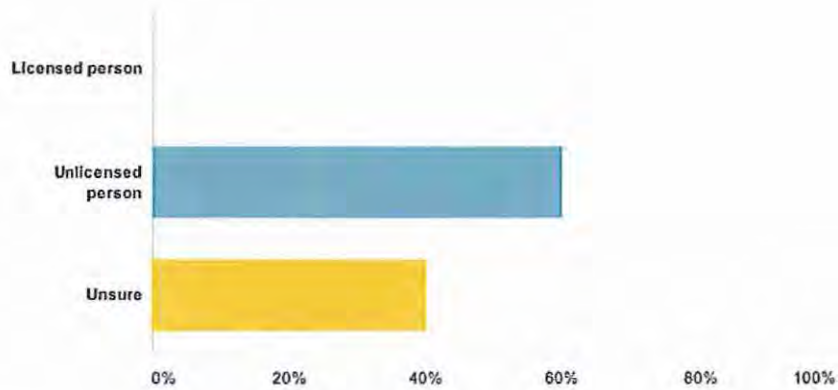


Answer Choices	Responses	
Yes	32.88%	24
No	67.12%	49
Total		73

Comments

- Handy man trying and failing and owners of the property fluffing it up
- As above
- See question 3
- poor workmanship
- wrong pipes and/or fittings
- A bathroom was done by an unlicensed plumber, had to re-do most of it.
- New connections meters
- As above
- Storm water. Council drainage inlets
- a water meter put on backwards gangers dont braze fittings, always use compressions, even wind on thread tape incorrectly
- Repair jump up that was damaged by industry workers attempts to unblock a house drain, drilled throuht the back of the junction on the jump up, cost the property owner \$3300 to rectify
- Installations were leaking
- Water and drainage supply lines
- New service pipe on road crossing ferrule was left off and backfilled had to be re excavated to turn customers water on
- Rectifying sluices in childcare centres to comply with backflow regulations. Rectifying backflow devices that have been installed incorrectly and in illegal positions so they don't comply with regulations. Rectifying sewer pipework that has been run with backfall.
- leaks

Q9 If yes, are you aware if the work was done by a licensed or unlicensed person?



Answer Choices	Responses	
Licensed person	0%	0
Unlicensed person	60%	18
Unsure	40%	12
Total Respondents: 30		

Comments

- As Above
- Developers council labourers
- Handyman carried out work
- N/A
- Ganger
- Unlicensed labour hire, doing water and gas mains
- Labourers that have not even completed water worker cert..
- As previously explained - maintenance men doing plumbing tasks

Q10 What do you consider to be the general risks associated with unlicensed plumbing work?

- risk to plumbers industry and reputation also too the consumer
- Defects, quality, lack of knowledge
- A drop in the acceptable standard of work in the plumbing industry
- Contamination to potable water supply.
- health & enviroment
- Contamination of the service,Health problems eg dirty water
- Unsafe installation that could be dangerous to the public
- Incorrect flow, leaks
- Everyone in the community can have a health risk if Plumbers don't do their work correctly as trained. And be answerable to the Law if it's found you caused the problem. Because you're a Licenced Plumber, with 4 or 5 years Apprenticeship to gain your Licences (if you passed your Exams).
- job loss and safety
- cross connection . danger to public and trades
- they will end up taking job and plumbers will not exist
- Not comply with the standards
- Contamination of water and storm water
- Not repairing work to a standard that has taken a qualified person four years to get that ticket
- The cross contamination of water supply which may lead to people getting sick.
- Plumbing not installed to code proper procedures being followed people getting sick
- Unlicensed workers
- Health and safety

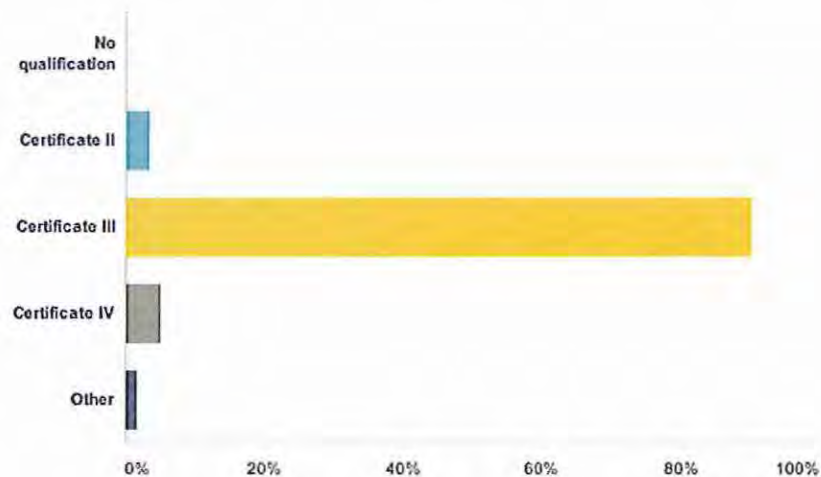
- Public Health
- Health and environment due to cross contamination
- poor service performance- work not lasting
- low quality and unreliable workmanship .
- lack of knowledge and poor mechanical skills
- Poor quality work, no standards and back flow could cause major health risk to general public
- contaminated water is not something we want in this country or state, our childrens future is at risk an we should never compromise on health and safety , the mix up of potable and non potable water supplies is adding to the risk already without , considering unlicensed people to perform plumbing work.
- Future problems, Water pollution, major structural issues with houses/buldings.
- Cross contamination with recycled water grey water ect
- Cross connections, work that won't last. Undercutting due to cut corners
- On going big bills for the ratepayer lost water maintenance.using quicktaps eg ball valves instead of ferrules that has ajumper valve for backflow
- Health
- Ruining good trades men's name and giving plumbers a bad name in general.
- Contaminated potable water supply
- They are untrained and will make mistakes and poor judgement calls on methods and materials
- Cross connections
- Contamination of water supply Wrong installs wasting water and a REAL plumber time damage to property
- creating dangerous crossovers, contaminating water supplies, and shonky workmanship.
- Work not performed in a tradesman like manner
- Cross contamination
- Risk to the housholder by paying more in the long run
- The work not getting completed propely and our water supply being comprised
- untrained and unskilled workers performing tasks of a tradesman.
- Lack of Training and Knowledge, and Skills to keep our water safe from contaminations.
- Cross connections.
- Community health is seriously at risk
- health of the comunity, its not just water meters, some of the current work practices and materials used by water service provides don't comply with Australian Standards, the industry is unregulated and should not be exempted from regulations that govern the delivery of drinking water
- All
- health
- Health of people
- Contamination of the household water supply
- Plumbers are trained to provide sanitation. Without the proper training an unlicenced person cant possibly know how to install repair to the standards set out down in the Plumbing Standards.
- No recourse to penalties for making people sick
- Contaminated drinking water supply. Incorrect materials causing early failure of sewerage drains
- Not working to Australian standards, causing property damage and health risks
- Cross connections
- contamination of water supply
- Contaminating the water supply. Damage to infrastructure.
- Cross contamination's,
- Customer does not get benefit of experience, i.e. running stormwater in stormflex or in small gauge pipe - cannot be maintained in future via jetrodder or machine which means digging up entire sw system. Products being installed without complying to regulations which voids warranty - i.e. no isolation valves on mixers. Items that don't meet Australian Standards being installed. Unlicensed persons hooking up to sewer instead of stormwater and vice versa.
- contaminated water getting into the water mains
- putting public at risk
- The knowledge that we have aquired over the years is something that is taught and expeieced. If unlicensed works is allowed to be done then the risk of defective works is increased dramitically. If there are unlicensed works being completed then you can beat that the works are not inspected and regulated by our local authorities.

Q11 What do you consider to be the specific risks associated with an unlicensed person installing water meters?

- everything
- Contamination of water
- Cross contamination due to untrained people not having the knowledge and or training to understand the dangers of allowing foreign matter into a domestic water main.
- Contamination and faulty installations, possibly wasting water. Also the spread of unlicensed person into other plumbing works.
- cross connection
- They are untrained in the process of plumbing installation as taught through, TAFE, and apprenticeship
- Unsafe water
- Incorrect installation, no warranty
- Public Health & also their own personal safety! Will they know you could be "ELECTROCUTED" as you remove a water meter? I do & have the safety gear to keep myself safe by using it on every water meter I exchange. The age of a building will be a sign to your safety at the meter. I've had 240 Volts at the meter.
- 457 invasion
- cross connection
- lose job
- Not right info incorrect installation and not comply with standards
- Contamination
- Mains blow out loss of water damage to property
- Dirt and other contaminants getting into household water supply and damaging hot water units and toilet cisterns etc
- People getting sick from dirty water
- Leakage
- Is the connection safe for people to drink from
- Public health
- Health and environment
- lack of backflow
- unlicensed people not fully understanding tradesmen's responsibilities
- contamination of supply and legalities of repairing property services on ratepayers side of meter if damaged or broken during installation
- Back flow issues potential for chemicals to get into water mains if installed incorrectly
- i can't believe any government would want to go down this road , just to save a few lousy dollars
- Lack of knowledge and water connections causing impurities in water supplies causing illness.
- Unlicensed people may not be trained in this area this is a health issue and very concerning
- If they can touch meters, where do they stop??
- Limited knowledge on how to do the job properly and the risks to the public's health
- Poor workmanship
- Lack of good workmanship. Possible contamination issues.
- Contamination through debris entering supply & loose underground connections resulting in contaminated soil etc entering supply
- Health and safety. cross connection. unsafe unapproved fittings or jointing compounds .siphoning of dirty or contaminated water to the end user or infrastructure
- The public's safety being compromised by drinking non potable water if a cross connection did occur
- Training we had to do an apprenticeship so should they And contamination of people's water that they pay for do they deserve someone who knows what they are doing?
- untrained installers not understanding possible risks and dangers to consumers
- Contamination of water supply
- Poisoning and sickness
- Cost at a later date as the job more than likely was done wrong
- The work not getting completed properly and our water supply being compromised
- not flushing pipework no knowledge of back flow prevention lack of quality in workmanship leaking water services
- I would not want a nurse performing brain surgery on me, Not trained, no Knowledge or Skill, It's the same principle.

- Death
- Contamination, cross connection with reclaimed / recycled water supplies
- No understanding of backflow, use of materials, pipe sizing, contamination of water supply. NOT GOOD ENOUGH
- Contamination to water supply
- contamination
- Not knowing what they are doing
- Soil, etc entering the water supply contaminating the water supply and damaging household fittings (taps, etc).
- What licenced work will they be taking off licenced trades people next.
- Health and Safety of residents and particularly at hospitals
- Contaminated drinking water.
- Cross connections
- Incorrect installation & leaking connections
- contamination of water supply
- Accountability. Damage to infrastructure
- Contaminations , incorrect materials used ,
- Do not understand full implications/risks of incorrect installation as they have not been trained. What does the warranty on a water meter say (is it like tapware - this warranty only valid if installed by licensed person?)
- cross connection or contamination
- putting dirt and mud through houses and hot water systems
- Incorrect installation , the risk of back flow contamination in to the mains supply. If installed incorectly then who knows what the client or ourselves would be charged for the water usage.

Q12 Given that a plumber needs a minimum of a Certificate III to be able to perform plumbing work, what is the minimum qualification level a person should have to be able to install a water meter?

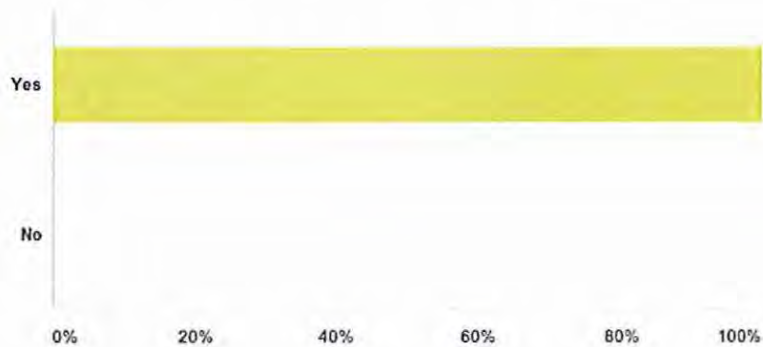


Answer Choices	Responses	Count
No qualification	0%	0
Certificate II	3.28%	2
Certificate III	90.16%	55
Certificate IV	4.92%	3
Other	1.64%	1
Total		61

Comments

- I did a 4 year Apprenticeship starting in 1968 & passed every year. I waited another year to get my Licences as a Plumber & as a Drainer. 5 years in total.
- Not standing at the photo copier printing it off when i study for for year this is not fair on any plumber
- Water supply and water cleanliness is a vital, without proper training and knowledge could cause major illness and immune system break down.
- This is the part of the water supply were mistakes cost the community. In their health cost of poor workmanship.
- A licence plumber only
- Fully qualified plumbers only
- And licence accreditation
- Its like giving any body the right to install saftey switches in your house would you feel safe with that?
- Work needs to be done by a licensed plumber for the safety of the community
- Its plumbers work, hands off Mr Black
- Do an apprenticeship
- Thats our trade we studied and worked hard for
- this work should only be done by license plumbers

Q13 The proposed changes will let unlicensed people install water meters. Are you concerned that this may lead to more types of work becoming unregulated in the future?



Answer Choices	Responses	Count
Yes	100%	61
No	0%	0
Total		61

Q14 Do you have any further comments about this issue?

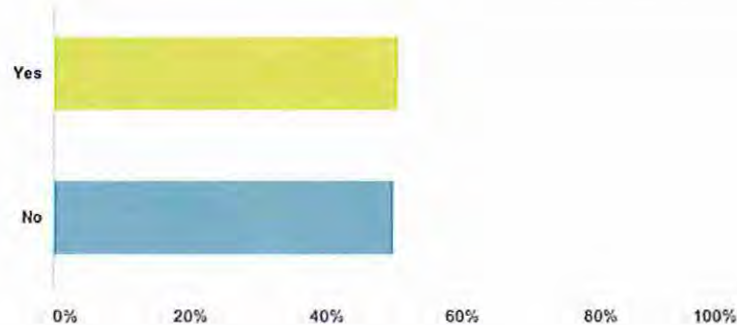
- I think it would be irresponsible to put our precious water supply at risk by allowing unqualified and uneducated people to tamper with it.
- how many died just installing roof bats ? unregulated
- poor workmanship leads to poor service quality
- Deregulation of the plumbing trade will lead to health risks. A licensed tradesman can still make mistakes but it reduces the chance.
- I'm 63 years old now & a Council Plumber. I enjoy my work which includes installation & repairs of large & small mains & services. Not just changing meters. I have a plan to keep working here for 4 more years then Retire. But if this is brought in by people (Politicians) & untrained people with a 2 hour course can take my job & most likely be on the "Basic Wage" without any responsibilities, then my dreams will be shattered. ALSO...If this idiotic plan becomes Law, then I guess Newmans LNP will push for Unlicensed

Electricians or Unqualified Motor Mechanics. In both trades if their work is not done correctly & safely then people can die. Who takes the blame then?

- I've worked 21 years and did 6 years of tafe and work experience to achieve what I have. For the government to simply totally disregard and undermine my future is disgraceful and quite frankly just rude. Maybe we should take away your lavish superannuation and benefits and perks to teach you a lesson and give you an indication of how it feels.
- get Newman voted out
- Newman government r morons
- Sprinkler fitters get licences from NSW jump the border and with no real evidence QLD gives out licences
- I worked for six years to get my full license the same as a doctor or a vet what will be next unlicensed electrical work
- We are trained to deliver a safe and healthy water to residents. Why would you risk the health of people by lowering the standard of trained people.
- I am seeing young plumbers being employed by council as labourers. I believe this may be a move to be prepared for this legislation. Pay them at level 4 or 5 to work beside BT3 plumbers
- Would you let someone not trade qualified fix the brakes on your car? I know I wouldn't.
- Why is this happening cutting the red tape it's ridiculous ala roofing installation saga
- Stop fucking licensing
- People need to be properly trained to do their job. There is no benefit to their health or their wallets in poorly done work
- No
- Installation of water meters may seem uncomplicated but there are many obstacles. Pipe sizes vary, access to water supply can be challenging. It's certainly not straightforward and should be performed by licensed plumbers only. And another thing .. There are so many plumbers out of work I know of dozens who applied for a water meter job that was recently advertised. Where do they go?
- I have witnessed many unsafe & unhealthy bush plumbing jobs in Brisbane undertaken by unlicensed persons who wouldn't know s&f from clay which is very worrying
- It's a licensed trade we pay money to keep that licence and we have to have a high level of training to get that licence potable water needs a licensed plumber it's that simple.... does the money save out way every person's health and well being... when as plumbers have done nothing but a great job providing water for the people why risk it know???? Remember we are the blokes that play with your shit for your ease.... so how about the respect we deserve! !
- I am worried about the health and safety of the community if the laws are "watered" down. In the 2011 Queensland floods my mother got very very ill from contaminated water, which nearly killed her and she spent time in intensive care, and I would be very worried if with a weeks training and no experience, someone was in control of the quality of water coming to my house
- have seen other aspects of the plumbing trade eroded in over 40 years in the trade. I must stop..
- No
- need more media coverage on this issue to make the general public aware
- We can't let this happen.
- Sub water meters on property, letting these unskilled people on property to install plumbing work with no notification, unlike plumbers who have to notify the PIC (form 4) when altering pipe work,
- I am willing to come in to speak with you as I worked in Local Gov't Water Supply.
- I have employed plumbers for years, whether they were sub contractors or employees. When an issue arose of poor workmanship through no fault of my own I had to fight to retain my licence. Now the government wants to let the work go to an unlicensed unskilled unsuitable person for the job.
- Start a no confidence petition in QLD on Newman
- Why don't they let these unlicensed persons loose on state parliament buildings. Maybe they contaminate the water & bump a few of these wankers off
- We need to stop this, we study hard and do the hard work to do this work and it's taken from us. Plus the health risks involved to the public.
- Unskilled labour should remain doing unskilled works, leave the licensed plumbing work to us the plumber..
- No
- once you let one think go the rest will follow
- didn't spend time going to tafe for 4 years for nothing

Attachment 2 – Data from survey of general union members

Q1 Have you ever been required to rectify defective plumbing work performed by an unlicensed person?



Answer Choices	Responses	
Yes	50.33%	77
No	49.67%	76
Total		153

Comments

- Hot and cold water crossovers, backfalling drains. Sewer and stormwater cross connections
- General plumbing on household's person had plugged safety device on Hoty wich could have caused explosion , also LPG on boats were deck hands have tried their own methods etc etc
- too numerous to detail
- Water services from main to fence
- In correctly installed, water feed to house. Incorrect installation of water heater
- Incorrectly installed waste line fittings in a domestic house.
- relay a house drain, due to lack of fall.
- I've had to fix up defective plumbing installed at family and friends homes done by previous owners/unlicensed people.
- Yes repairing handy man dodgy works. Unsafe and dangerous to the public.
- Many different types of work
- Faulty drainage and drainage connected to stormwater
- Fire protection work in the mines
- Hot water service, cross connections
- General maintenance around houses and job where the owner tries to do the job themself and fail cause they are not licenced and do not know what they r doing
- Many times
- No isolation valve on WC
- Drains laid incorrectly!
- handy man attempted to repair a leaking waste pipe with silicone around the joint it needed to be separated and resealed correctly
- Put the taps back to front (e.g. hot water on the right)
- Sewer connected to stormwater.
- Fixing up drains not vented , water services undersized , wrong valves installed etc
- rain water tank
- Diy plumbing on house
- No s&p trap on a bath
- wrong pipes/fittings
- Repairs to water service not installed to the correct depth below ground.

- i have had to fix the numerous plumbing jobs done by d y i home handyman that have not been to the Australian standards.For sample stormwater connected to the sewage system.
- Work that school groundsmen thought they could do.
- Drainage and potable water lines! Recycled water cross conections
- Poorly installed condensate drain lines
- Installation of water rough in
- toilets being installed without Council approval - re-install and re-connect and Council inspection required to sell the house involved....toilet was installed by others....
- domestic water service
- He tried to refurbish his bathroom and left leaking pipes behind the wall.
- rectified a hot water system installed by a weekend warrior. No tempering valve installed, and connected to cold water system with gas fittings
- bathrooms renovated by unlicensed people, had to rework sewer lines an water supplies
- 20/02/2014 recify LPG installation at Rochdale issued gas defect notice
- On many occasions
- remove and re-install a hotwater heater installed by a shop fitting company. The heater was not installed to regulations. The heater failed council inspection but none of the other shop fitters could recall or contact the person that installed the heater in the first place.
- just day to day stuff in constrution
- Someone TRIED to re water there house and had no idea and connected hot and cold into the same line.
- Water cross connected domestic to recycled as just 1
- Incorrect connection of waste water. Stormwater connected to sewer. High risk of back flow & cross contamination.
- Last week I had to fix a hose tap installation & other plumbing works do buy a landscaper at a northern Brisbane house
- I rectified various valves water meters rpz double check installed back the front
- Home owner reno
- Many times from rainwater installations to plumbing and drainage
- Homeowners attempt at bathroom change
- Too many to list
- Cuirts island
- Leaking water service
- Last year I went to a bathroom reno on the request of the owner where the builders labours had run the water in 15 mm (Hot and Cold), they also had the hot and cold back to front on the shower and the shower had replaced a bath and the waste was still 40mm
- A friend of mine thought he would try and disconnect the water to his kitchen sink, prior to demolishing it as he was renovating his kitchen. It all went horrible wrong and that afternoon I had to rectify the leaks to his pipe work.
- Repair of water leak in water main from landlords own repairs
- The use of irrigation pipe and fittings to supply a house. Causing flooding to the clients house as it was run above ground as well as underground. Just one instance of many we have seen. Have a look you tube to see some of the work done.
- on houses which i have purchased.i have found a lot of d.i.y plumbing.and sub-standard workmanship.
- As I work in both the domestic and commercial market, I constantly come across illegal and unsafe work performed by the home handyman who has no idea about the importance of performing plumbing work correctly. They also have no clue that the work they perform can in danger the health of both their own family and the community as a whole.
- Incorrect drainage
- Rectification of potable water supply at Diamotina Power Station Mt Isa. Potable water supply connected to cooling equipment (cooling towers) with no back flow prevention .
- Dodgy water supply installations and modifications in ceiling spaces
- Drainage , cross contaminated potable water lines , unprotected water lines where there was absence of a back flow devices , cross connections
- Fast-food restaurant with FHR and no backflow protection. FHR was left dangling in grease-trap and siphoned waste back into potable water line when water supply was turned off and drained.
- Home handymen receiving information from hardware stores on how to install fixtures, irrigation systems and rain water systems

Q2 What do you consider to be the general risks associated with unlicensed plumbing work?

- Health risks
- Public health
- Less jobs for people with the licenses, work not done correctly, less Pay!
- Non compiling work/ slippery slope
- Safety of contamination and explosions of Water heaters (electric included) and stoves
- untrained person performing duties that they are not trained to do, potential risk of an accident or loss of life
- unsafe connections ,leaks etc
- No formal training no accountability
- Cross connection / hygiene
- It will be a real risk. It takes us 4 years to be trained in this work. Anyone could do the work. It could start with water meters, then stackwork, drainage. Who knows
- Contamination of the water supply. Cross connections. General health and environmental hazards.
- Flooding of premises, cross connections. Also happy handy people with no real knowledge of what they are doing
- safety
- I would say cross connections would be one of the greatest risks which can easily be performed by an unlicensed person.
- Flooding homes, blocked sewage lines.
- Bad workmanship leading to problems
- health issues
- General health & hygiene impact to our water supply. Back flow prevention.
- Do not have unlicensed plumber to do the work
- Incorrect connection could lead to health and virus hazards.
- widespred community sickness
- Faulty and unsanitary pipes and leaks.
- 1. Health risk due to contamination 2. Non conformance to standards 3. Damage to property through failure of faulty work
- Cross contamination of services
- Cross cultural contamination of drinking water
- Health issues
- Water contamination
- Backflow prevention
- Cross connection and explosion on gas installations
- Cross connections contaminating our water supply
- Poor workmanship
- Cross connections resulting in illness or death
- That plumbing will be a dying trade cause people will Pay unlicensed people to do the job cheaper
- Unsafe hygiene to the public water mains
- The risks is anyone can jump on and gave a oh I didn't do a 4 yr apprenticeship for nothing
- Gas works- fire Back flow prevention
- Ohs reasons!
- cross connections thereby contaminating water supply's
- Water supply contamination, damage to property
- Inferior work
- Contaminated water supplies and untreated sewer outfalls from wrongly connected drainage
- Connecting to the wrong line and contaminating the water supply
- Very high , a lot of pipework especially poly is very similar , to someone that is unlicensed , they are going to have no idea. High potential for cross contamination and backflow issues.
- The health of the community
- contamination of water supply
- Unsatisfactory workmanship - no checks in place to certify work - eg Council Inspections and company QA
- Gas work not been tested
- Death

- Incorrect pipework
- backflow, cross connection, poor performance.
- Health risks to the public when potable water is connected incorrectly by unlicensed persons.
- No accountability for these actions
- knowing the Australian standards and bylaws
- safety to end users health
- Quality of the work as we are trained to do things in tradesman like manner even though some tradies aren't the greatest.
- Cross connections and contamination
- Human safety and risk of damage to property
- You will end up with people do the work that don't know the rules and regulations.
- Cross contamination. Incorrect installation. Giving plumbers a bad name
- 1. The almost certainty of work not being carried out to the standard that it is when performed by licensed personnel. 2. Installations being conducted incorrectly causing faulty and dysfunctional operations, costing more money in the long haul in terms of rectification. 3. Work being taken from licensed, hard working and dedicated professionals and handed over to those who have undercut the industry.
- not being inspected by council and meeting the requirements of the by-laws.
- Connecting sewer to storm water and vice versa.
- public safety
- Contaminating the water grid .
- cross contamination of waste and potable water supplies to consumers and health risks associated.
- Incorrect installations which can lead to ongoing problems with the sanitary system and the water supply.
- A BREAKDOWN OF THE WHOLE PLUMBING SYSTEM / FRAGMENTED-WATER, DRAINAGE, HOT WATER, STORMWATER--YOU HAVE GOT TO KNOW HOW THE "WHOLE SYSTEM" WORKS NOT JUST ONE PART OF IT
- Not keeping water supply protected
- Cheap parts & labor
- Inferior workmanship, contamination of water supplies.
- Pushing out licensed plumbers
- water contamination and dangerous installations
- Connecting sewer and storm water together. Connecting hot and cold into same line. Not using back flow
- People not having the correct knowledge or skills to perform each job
- poor workmanship
- nnnn
- not knowing rules and regulations and not being able to identify pipe work
- people getting sick or dieing
- uncertainty and credibility too there standard of work to both the consumer and how it can tarnish plumbers reputations
- Lack of knowledge of plumbing law, regulation and accepted practices.
- Backflow prevention Work not done in tradesmen manner Poor drainage practices
- Health would be the major thing
- Cross connection of the potable water supply and cross connection of the sewer and stormwater.
- Water contamination, Incorrect installation causing issues and risks to home owners
- The industry going bad with untrained or incorrectly trained workers.
- Cross connections. Dodgy workmanship and no eye for detail
- danger to public health
- Contamination
- Health and safety of the community
- Health
- Health
- Leaks and blockages due to backflow
- Cross connections that can contaminate water supply or scold people
- It will bring "so called" cowboys to the industry. It will drive pay and conditions we have fought long and hard for to an all time low. Not to mention putting everybody's health at risk, due to lack of experience and cross contamination.
- health issues, contaminated water supply

- Not adhering to the regulations of the standard. Dangerous work practices
- The health of us all
- Health and Safety
- Public Health
- contaminated water supply. poor sewer disposal causing health risks
- The health of the community is at risk
- Cross connections, poor workmanship
- public health
- Lack of plumbing knowledge.
- Lack of understanding the complexity of modern hydrology.
- Poor workmanship, no accountability, bad PR for the proper licensed people
- Cross contamination , back flow /back siphonage into potable water supply's , sewer cross connections
- Health & safety concerns
- Cross-connection potable and non-potable water. Incorrect waste/sewage connections.
- cross contamination, cross connections, leaks, incompatible products, insufficient knowledge on depths, pipe protection, leeching, products....

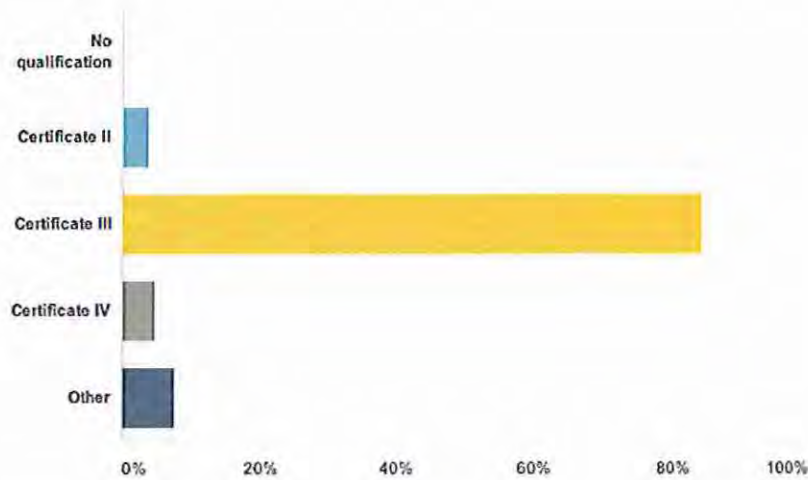
Q3 What do you consider to be the specific risks associated with an unlicensed person installing water meters?

- Leaks,backflow, water contamination
- Public health issues with unskilled workers performing tasks on associated pipe work regarding the public health which we all hold in so dearly in this country.
- Work not installed correctly
- No training
- Inconsistent method , contamination , and the waste of getting a trade
- loss of water , customer and state paying for unused water
- not connecting pipes properly/ leagaly
- Health and Safety risk of contaimitation
- Unclear understanding of sanitary plumbing and risk of connection
- There are a number of problems - infection from the dirt & rocks that could get into the lines. People could lose pressure. Leaking taps which would waste valuable water.
- Faulty installations causing damage to property and infrastrucure. Contamination of water supply.
- Cross connections, dirty water contaminants entering service pipe
- job loss
- Cross connections, use of inappropriate fittings and materials, workplace safety (dangers of electrocution)not flushing water lines and ensuring clean water is supplied to the household.
- Not enough knowledge on back flow devices, and cross contamination. .
- Meters not be installed properly
- contamination of potable water / cross connections
- As Above
- Bad workmanship
- Incorrect fitment, leaks.
- cross connectionsrecycled water.....rainwater etc
- Unsanitary water supply.
- 1. Health risk due to contamination 2. Non conformance to standards 3. Damage to property through failure of faulty work
- Cross contamination
- Unsafe drinking water, unskilled, incorrect installation
- Having a situation like the insulation debacle Electrocution
- Water contamination
- Incorrect installation, people are not properly trained
- Cross connection
- Public health due to little or no experience
- Cross connections, leaks with a waste of water
- Compramisid drinking water.

- People will Lose there jobs
- Causing health risks to the public
- More problems down the track
- Incorrect materials used Back flow not installed
- Incorrect installations, consumers safety
- lack of care on the part of the installer in regards to peoples property and also a possible attitude of it is only a drip it will be ok
- Water supply contamination, public health risks
- Wrong depths of service clashes with other service s
- No accountability for dangers of cross connections
- Wrong connection to the water main/ incorrectly installed will contaminate the water supply upstream and downstream
- Cross contamination , water main leaks , bursts
- Work being taken away from licensed tradesmen
- contamination of water supply
- do they know what they are actually doing?? backflow and possible entry of soil into system that could affect meter performance
- Incorrect installation cause leaks
- Contaminated water
- Cross contamination
- back flow
- Possible contamination of potable water supply to the public. Leaking meters due to poor installation, resulting in increased water bills to the consumer.
- Wrong connections in multiple supply types
- if any tom dick or harry can install a water metre then why did i Have to study for 4 years to become a licensed plumber
- cross connection to nonpotable water supply dangers.
- Getting dirt into the house water supply, meters installed backwards.
- Contamination of potable water seen it before. I used to work for Queensland urban utilities and you wouldn't believe the amount of times I had to fix water industry worker mistakes on installing and maintaining water meters and potable supplies not only homes but businesses eg. Qml and doctors surgeries
- No license nothing to lose
- If there is no accountability like there is on someone with a license you end up with contaminated water.
- Cross contamination. Unlicensed workers will claim they are qualified down the track
- Obvious health risks are associated with unlicensed work, including contamination. Another negative aspect of this proposal is that after these individuals and companies are able to perform such a task, it leads to the future risk that these individuals will continue to hack away at the industry - causing more problems.
- reducing the size of pipes for cost purposes and not conforming with regulations.
- Cross connections.
- peoples health
- Where does the peeling back of our licensed trade end, will they allow any one to start doing electrical work aswell !
- No understanding of methods of installation or risks associated, and no consequences for installer if there are future problems
- This can directly affect the health and safety of the general public through incorrect installation resulting in contamination.
- CONTAMINATION OF MAINS WATER
- Contamination of water supply
- Plastic fittings
- Possible contamination of water supplies, leaks, work performed incorrectly.
- Back flow prevention
- water contamination
- Not connecting water meters correctly. Using incorrect pipe work. Installing without isolation valve. Installing wrong way around.
- Contaminated water

- where does it end if there allowed to start at the meter next will be any one can do anything
- nnnn
- if they can't identify pipe work and metres is specially in the recycled areas we could have cross-connections and sensually end up with recycled into domestic systems and vice versa
- cross connections
- loss of work to qualified plumbers
- Contamination of water supply. Death of installing person not being aware of electrical safety.
- Poor quality workmanship, risks of propertie damage & lack backflow prevention knowledge
- Integrity of the whole water system not only to the house hold but also the main water suply
- cross connection, allowing dirt and foreign material into the water service, and creating leaks on pipe connections to be left and/or buried.
- Incorrect installation causing issues and risks to home owners, Flooding risks.
- Contamination.
- Cross connections contamination of water and electrocutions when the house is earthed.
- contamiation of the household water and or contamination of the council water mains
- Mass contamination of an area
- Health and safety of the community
- Health
- Contamination to water supply.
- Cross connection
- Contaminates entering water supply
- With 70% of Australia in drought water is way to precious to waste. There is a greater risk of massive water wastages due to leaks, poor workmanship, quality assurance. Safety will also be jepodised to the installer and general public due to inexperience and incompetency.
- health issues, contaminated water supply
- Not installing the meter properly, the risk of contaminating the water supply. Not having the knowledge of a licenced plumber to rectify a problem that may arise
- cross connections etc
- incorrect fittings contamination of water supply ingress of foreign matter into the water supply causing damage to household tap ware etc.
- Only Licenced Plumbers to Install
- public health risk,water contamination.
- The health of the community is at risk whenever any part of plumbing infrastructure work is performed by unlicensed persons
- Contamination
- public health
- Cross contamination.
- 1. Contamination of potable water supply not only local but throughout the community. 2. Possible electrocution to the untrained workers (remember the insulation debarked).
- People with no knowledge of potential risks doing works that they have no background in and no idea what happens either side of the meter
- Limited to no know of back flow or check valve , no knowledge of how to service said valve or fault find , contamination risks
- Deregulation of the plumbing licence that all plumbers have worked hard for the past 100 years
- Cross-connection in dual-reticulation areas.
- They are not plumbers and do not have the four years of job specific training, compliance, quality assurance, doing further untrained work in their spare time because they think they know how to do it

Q4 Given that a plumber needs a minimum of a Certificate III to be able to perform plumbing work, what is the minimum qualification level a person should have to be able to install a water meter?



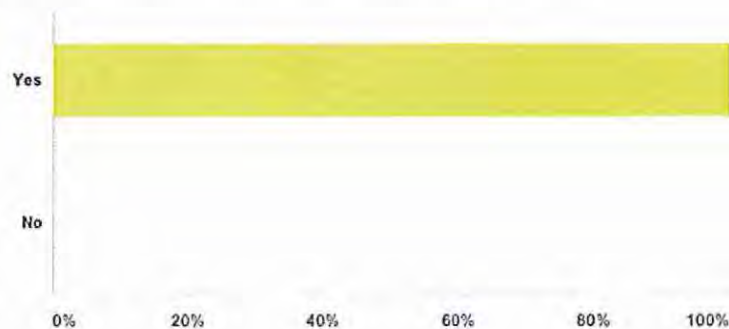
Answer Choices	Responses	
No qualification	0%	0
Certificate II	3.74%	4
Certificate III	84.11%	90
Certificate IV	4.67%	5
Other	7.48%	8
Total		107

Comments

- This must be the absolute minimum requirement. You need to after completed a plumbing apprenticeship.
- Only a qualified person should be able to do the job
- Full lisenca
- 2/27/2014 9:12 AM View respondent's answers
- Do the trade
- And an apprenticeship
- I believe anyone installing meters should be fully trained up. Maybe the plumbers union could run a course on the installation of water meteres.
- Full apprenticeship. People with little understanding are more likely not to care
- We as plumbers go through years of training and learning job specific skills. To think that some partly skilled john citizen off of the street can just pick up tools and start doing plumbing is a terrible thought.
- Should remain a Trade qualified job
- Cert 3 if working.for someone Or cert 4 if working.for.yourself. Just like all us.plumbers have done
- Plus apprenticeship
- Only a licenced plumber should install water meters
- you should be a licenced trades person
- Licenced to fully comprehend the dangers of incorrectly installed water supplies.
- Once you have achieved cert iii competency in plumbing you know how and why we install things in a certain way and associated risks that come with it unlicensed works can not be done because they do not have the adequate training to perform such works.
- The water meter needs to be installed by a plumber
- This should be a minimum.

- And an apprenticeship
- a plumbing licence
- Training from a TAFE not a water entity.
- Or higher
- No one is permitted to perform work on any sanitary system or water supply unless you hold a current plumbers license so why should it be different for council workers ???
- at this level of qualifications a plumber understands the workings of the water system before it passes through the meter and as it enters the dwelling. This is necessary to prevent contamination and identify any possible hazards before they arise.
- Any person installing water meters should be trade qualified and licensed.
- we had to do it we had to go through apprenticeships and studies just to be able to any plumbing works
- This is plumbing works and should be done by a plumber
- i beleive that the installation of water meters is encompassed in the scope of licensed plumbing works and that the equivalent qualification must be obtained in order to perform such work.
- A cert III but work under a licensed plumber
- Definately needs to be trained in the AS3500 code part 1-water supply.
- A full plumbing licence. As a plumber we have had to do at least 5 years training +a lot of money to legally do plumbing work and no unqualified person like Newman should be able to change it.
- Clearly the same as a plumber!
- Fully Licenced
- doctors cure disease,plumbers prevent disease.
- Possibly an apprentice under correct supervision.
- Plumbers licence
- Eliminate the risk use licenced plumbers only
- The physical task of connecting a water meter is not difficult. Ensuring there is no cross-connection and adequate backflow protection for the water supply requires a trained person.
- A Plumbers Licence

Q5 The proposed changes will let unlicensed people install water meters. Are you concerned that this may lead to more types of work becoming unregulated in the future?



Answer Choices	Responses
Yes	100% 107
No	0% 0
Total	107

Q6 Do you have any other comments about this issue?

- This issue is a clear attack on licensed tradespeople that undermines our license while our license fees continue to rise and will eventually render the licenses worthless
- We must fight to protect the plumbing apprenticeship system and encourage the employment of younger apprentices.

- Yes. This is the stupefied idea I have heard of, if unlicensed and untrained people start installing water meters, what's stopping them from installing pipework,
 - Elect work has been made safer through increased reg and over site why plumbers any different
 - Stop selling us out or we should turn the water off nation wide
 - No licence nothing to lose
 - I have installed water meters for a period and the pitfalls are numerous to do them for the untrained
 - Start o no confidence petition around Qld involve all people not just unionists
 - No
 - This government we now have is more concerned about getting contracts and good deals for their crony buddies, therefore more plumbing work becoming unregulated in the future is a foregone conclusion.
 - Should not pass
 - As a licensed tradesman I am concerned unlicensed people are able to make connections to potable drinking water.
 - Stop unlicensed people installing meters
 - Must licensed
 - Installation by unlicensed persons will potentially erode health safety standards and pose risk to the community
 - This is a joke. We are skilled tradesman no a lazy bloody labourer. We done our time at trade school so should they
 - Do a trade get a license
 - Yes. They are going to break the trade down. Water supplies will be compromised. Workers wages and conditions will be compromised to compete with unlicensed persons doing the plumbing works.
 - Put a stop to it here, give them nothing.
 - All major and minor plumbing works associated with public mains systems should be performed by a licensed plumber
 - I did my apprenticeship , trade studies and an extra 2 years to obtain my masters. Another year of studies to obtain my gas, further studies to gain my backflow endorsement and have paid my licence fees for all of my working life 30years. I resent that any body would try and suggest that any one can do the same as me . I don't try and repair my car because I value my families and my life (faulty vehicle repairs have the potential to kill) so does faulty plumbing to the reader of this feel free to phone me [REDACTED]
 - Leave the job for the blokes that are qualified!
 - Licences were introduced to provide peace of mind to the public that the water they use is delivered to them in a safe condition and manner of consistency and accountability.
 - Why not employ more licensed plumbers to do the job. Surely that is easier then changing legislation. Why change what isn't broken
 - Keep trade qualified people in a Job which will keep the quality of work to the Australian standard
 - This needs to be nipped in the bud now. The public health is at risk.
 - Only licensed plumbers should touch potable water
 - it is hard enough to find a job being a fully qualified plumber as it is
 - tread carefully and ensure publics safety
 - Where will it finally end with home handy men doing what has always been licensed work.
 - Licences work should be kept as just that! You can't do electrical work unlicensed why should plumbing be deregulated
 - We need to get the plumbing industry set up like the electrical trade. Then maybe we can just do our jobs and not have to worry about Cowboys etc in the industry
 - stop de-regulation before it gets out of hand....
 - If the system is working why Change it.
 - Inp seem to be a law unto themselves
 - Unregulated work definately has the potential to jeopardize the health and wellbeing of all Australian citizens
- [REDACTED]
- Any plumbing work carried out by any unlicensed plumbers is a major breakdown in the water system and shows that council is more concerned about dollars that the health of the community.
 - GET RID OF THE GOVERNMENT THATS ALLOWING IT-- AUSTRALIA WILL BE A THIRD WORLD COUNTRY BEFORE YOU KNOW IT!!!!
 - The government only want to save a buck ,there willing to put people's lives at risk

- I feel very strongly about these proposed changes and believe if they are allowed to occur it will only be the beginning of deregulating other licensed work.
- Takes work from tradies
- Roof work was taking from plumbers. Now they are trying to take water meters. Council already allow some of the workers install sewer mains who aren't certified
- please don't deregulate our profession
- this will open up a breakdown in our quality of plumbing like overseas just another day china had an explosion underground explosion from a spark and gas
- no
- should be more informed at tafe / collages and through SMS message awareness is key
- Plumbers are licensed to protect community health & make them accountable for work performed.
- to deregulate some or all disciplines of plumbing be it rough in, fit off etc, is very dangerous without having a full license and adequate training and experience and can lead to hazardous outcomes to the health of the general public.
- Scrap this proposal, Always use a licence plumber. I'm sure the government would not let anyone off the street join a sector in parliament just by doing a course for a week.
- Make it compulsory for plumbers to complete there license included in their apprenticeship at the company's cost. The reason I have never completed mine was cost.
- To allow unlicenced people to instal water meters is going to be a detriment to public health.Costing the tax payers more,in litigations and repairs.
- Don't let this happen,all trades should be protected
- Where does it end?
- I have found in the past once you let people do on part of something they think they are experts in all aspects of something and I fear that if you allow people to connect water meters they will think they can do anything else.
- As a licensed plumber I have grave concerns for the future of our industry. This has the potential to have big affects on my family. Theses laws need to be stopped in there tracks to ensure the plumbing industry and the future of our drinking water stays safe and strong for many years to come. These unjust Bovis laws need stopping ASAP!!
- The government should leave plumbing work to the plumbers and we will leave the governing of the country to them. Even though I'm sure we could still do a bloody better job at that too
- We are a licensed trade for a reason, we only need to look at past cases where there are numerous times where 1 mistake can put an entire community's health in jeopardy
- Only Plumbers to do Licenced Work
- Is all the public will recieve is an industry that is dumbed down so that some entity can take advantage of employing cheaper labour at the public healths expense, Im not willing to take that chance , what next will be on the agenda of public health less qualified doctors & nurses. Stop messing with having the highest standards of safe drinking water & drainage,WHY WOULD YOU WANT TO JEPARDISE THAT,surely not for money?
- For the safety of all living in a modern country sharing our most precious commodity (WATER) do not throw away the need for lic. Trades for the sake of a few dollars when the consaquences would far out way the small profit earnt by a few.
- Deregulation of the plumbing industry would be a disaster. Nothing but problems. The general public would pay.
- Once they let them do one seemingly small operation it will lead on to more and more with no control or liability
- A licensed & skilled trade will only remain safe to the community only whilst using licensed plumbers
- Every van-park, high-rise manager etc. will seek to become a water-provider and use unlicensed persons to maintain their water infrastructure.
- Dirty water is the world's biggest killer...

Attachment 3 – Photos from Redcliffe of sewer leading to stormwater drain



Cover of sewer manhole in Orchid St, Redcliffe



Inside sewer manhole, shows sewer opening and illegal pipe leading to stormwater drain
(with drain camera inside)



Stormwater drain on Orchid St, Redcliffe (shows pipe coming from sewer)



Inside stormwater drain, pipe which is connected to sewer