




# info brief

JULY 2015 NEWSLETTER

 Plumbers,  
 Gasfitters and  
 Drainlayers Board

## A word from the Chair



12 months the Board has prosecuted 20 operators in the region for working unlawfully.

We are actively doing sweeps nationwide and we intend to prosecute those people we catch. Do not become one of them just because you have not got around to relicensing yet.

Unfortunately poor supervision still features in complaints to the Board that result in disciplinary hearings. Good supervision is an important precaution that safe-guards the trade and the consumer. It makes sure appropriate safety measures are in place and that the work is compliant.

For supervision to be effective the requirements need to be understood by both the supervisor and by the supervisee. The responsibility may be more than you think. In particular, the experience needed to work unsupervised, and what the responsibility involves when supervising others.

The questions on page four of this newsletter are a good indicator as to

whether you need to brush up on any of these requirements.

Looking ahead, the Board intends to review these supervision requirements, and this will be an opportunity to give feedback around the appropriate levels of supervision. I strongly urge all tradespeople to take the time to submit comments when this review begins.

Finally, we are now seeking expressions of interest from tradespeople for the establishment of a new sector reference group. The group will be put in place to assist with the Board's review of continuing professional development (see page four).

If you would like to be considered make sure you register your interest by 31 July 2015.

Peter Jackson  
**Board Chair**



**7** | **Compliance made easy**  
Government round-up for small business.



**5** | **Ask-for-the-card**  
44% increase in consumer awareness.



**4** | **Expressions of interest**  
The Board is establishing a sector reference group.

**Chief Executive Introduction**

**2** | **Martin Sawyers talks about:**  
Industry, key focus areas and positive change for tradespeople.

# Meet the new CE

FIRST IMPRESSIONS | THE INDUSTRY | KEY FOCUS AREAS | POSITIVE CHANGE FOR TRADESPEOPLE



I would like to thank the industry for a warm welcome into my role as Chief Executive of the Plumbers Gasfitters and Drainlayers Board.

After just a few weeks, I have already had the opportunity to meet a variety of people associated with the industry. I have enjoyed this time spent understanding the challenges that lie ahead.

I am hoping to meet more of you over the months as I work to ensure that the Board delivers its services as effectively and efficiently as possible.

## ABOUT MYSELF

My formal training is in law. I spent 18 years in private practice, before moving into the public sector in 2008. A number of my clients were small and medium sized businesses and I ran my own small business for 13 of those years. I have spent the last four and a half years working at the Real Estate Agents Authority.

I have previously held a number of governance roles in both the public and private sector. They include Deputy Chairman of a state owned enterprise, Chairman of an electricity lines company and a term as Mayor for the Buller District Council.

My philosophy around regulation is a modern approach. I believe in making it as easy as possible for the majority of those in the industry that want to comply with their obligations. I believe in a disciplinary system that is fair, risk based and proportionate. I believe in regulation that is responsive to the changing needs of the industry.

## SOME OF THE KEY FOCUS AREAS

**Streamlining complaints and discipline** - The current cost of dealing with the lower level complaints is disproportionate to the risks associated with those complaints. The process can be long and stressful for those involved where significant health and safety issues do not arise. I have explored ways of dealing with those lower level complaints without them needing to automatically go through an investigation process. At the July meeting, the Board approved a significant change with the introduction of compliance advice and dispute resolution as a way of resolving many lower level complaints.

**What does this mean?** When a complaint does not give rise to significant health and safety issues; there is no significant history of non-compliance; the behaviour isn't of a type identified by the Board as a priority; and no wider public interest issues arise, staff will work with both the complainant and the practitioner to see if it can be resolved. This will be achieved by sending a reminder letter to the practitioner of their obligations (a compliance advice letter), or by way of agreement.

This initiative is designed to reduce both the cost and stress associate with complaints. To help make this initiative a success, the Board seeks the cooperation and assistance of practitioners. If you get a call about matters that have been assessed as being suitable for resolution in this way, please work with us for resolvment.

**Industry engagement** - It is important that I continue to take the opportunities to meet with as many tradespeople and other stakeholders as possible. I want to understand the concerns and how things can be improved.

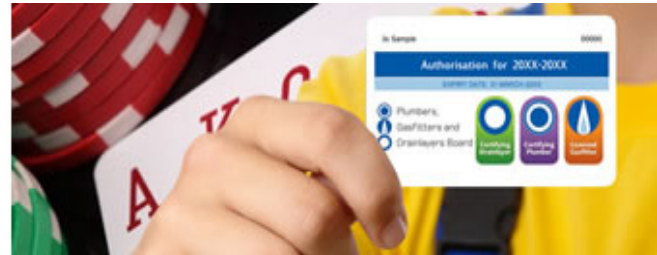
**Continuing Professional Development** - A review is underway. I have some ideas on how CPD can be improved and I will be working on those ideas as part of the review.

**Supervision** - There appears to be some confusion about supervision. The upcoming review is the opportunity for the industry to clarify what the appropriate level of supervision is that would deal with the risks associated to the different categories of work.

**Unauthorised people** - Continued work in mitigating the risk to public health and safety from unauthorised people is also my focus. I will be looking to develop further strategies that help deal with illegal operators within the industry.

Lastly, if there are any questions or concerns about the Board and how we operate—please feel free to contact me directly. It is far better to hear it “straight from the horse’s mouth”, than to speculate or listen to information that may not be entirely accurate.

It's a gamble  
without the card



## Recent prosecution

### ZERO TOLERANCE IN REGIONS EXPERIENCING INCREASES IN NEW DWELLING BUILDING CONSENTS

The recent conviction of Auckland company Aquatite Plumbing and Drainage and an employee, has served as a timely reminder to ensure only authorised people are employed to carry out restricted work.

Samuel Butcher, an employee of Aquatite Plumbing and Drainage was uncovered working illegally during a Board enforcement project conducted in the Auckland and Hamilton regions.

On 17 June, Mr Butcher was convicted and ordered to come up for sentence if called upon within six months, in the Pukekohe District Court. His employer, Aquatite Plumbing and Drainage Limited was also convicted and fined \$1,500, ordered to pay court costs of \$130, and a solicitor's fees of \$113 for employing an unauthorised person.

Regions experiencing increases in new dwelling building consents rely on competent tradespeople, and the Board is conducting regular enforcement projects in these areas. Enforcement officers are checking those providing plumbing, gasfitting and drainlaying services are competent and hold a current authorisation.

Regular random sweeps of workplaces are uncovering unlicensed tradespeople on the job.

In the last 12 months the Board has prosecuted 20 operators in the Auckland region alone for working unlawfully.

So far this year the Board has conducted half a dozen licence checking operations in Auckland, and there are plans to increase these because of the scale of new dwelling building consents being issued.

## Is your licence current?

If you are a registered tradesperson and you are working without holding a current authorisation, you are working illegally. You can renew at the Board's website if you have an on-line profile set up at [www.pgdb.co.nz/licensing](http://www.pgdb.co.nz/licensing), or email [licensing@pgdb.co.nz](mailto:licensing@pgdb.co.nz) to get one organised.

**Prefer a hard copy?** You can also download an application form from the licensing section of the website, or call 0800 743 262 to ask for a form to be sent out to you.



1 April marked the beginning of the new licence year. If you haven't renewed your licence you are working illegally. Go to [www.pgdb.co.nz/trade/licensing](http://www.pgdb.co.nz/trade/licensing) to renew online.

# Interested? Put your hand up

EXPRESSIONS OF INTEREST REQUIRED FOR SECTOR REFERENCE GROUP | CPD

The Board is establishing a sector reference group to assist with its review of continuing professional development (CPD). The purpose of the sector reference group is to provide independent advice on CPD options.

The Board would like to appoint three registered practitioners to participate in the sector reference group. Registered practitioners who would like to be considered for appointment please provide their details to [comms@pgdb.co.nz](mailto:comms@pgdb.co.nz) by 31 July 2015.

The sector reference group will meet in Wellington on two to three occasions with an initial meeting likely to be held during August.



## Supervision

THE RESPONSIBILITY MAY INVOLVE MORE THAN YOU THINK

“What does sufficient supervision look like, who needs to be supervised, and where do i go to find out everything that is expected of me?”

If you are not 100% sure on any of the these questions - do refresh yourself on the requirements in the policies.

The Board’s supervision policies detail everything you need to know, and can be found on the website at the link below.



**What** authorisation must you hold to supervise others?



**Which** licence categories need to be supervised?



**Who** needs to work in the presence of a supervisor at all times for the first year?



**Who** needs to work in the presence of a supervisor at all times for the first two years?



**What** are three things that a supervisor must ensure?



**Who** can test and verify work done under supervision?



**What** do you do if you wish to stop supervising a supervisee?



**Have you** familiarised yourself with the simplified supervision policies for each of the trades?

Refresh at: [www.pgdb.co.nz/legislation-policies/policies](http://www.pgdb.co.nz/legislation-policies/policies)



GET ON BOARD - THERE ARE MANY WAYS TO HELP SUPPORT THE CAMPAIGN

Display the consumer guide • weblinks • posters • signage options • newsletter articles • stickers • adverts • tailored solutions linking to consumer and trade clientele •

Phone 0800 743 262 for more information on the options available, or email [comms@pgdb.co.nz](mailto:comms@pgdb.co.nz)



# Smart use of the ask-for-the-card campaign

## INCREASING PUBLIC AWARENESS AND SQUEEZING OUT ILLEGAL OPERATORS

**B**uilding assurance alongside the services you provide is important. A great way to communicate your added value to customers is by spreading the word that only authorised tradespeople can undertake restricted plumbing, gasfitting and drainlaying work.

A reduction in illegal work benefits legitimate industry operators.

Helping to inform and educate consumers on the risks associated with using unauthorised tradespeople for restricted work, squeezes out illegal operators within the industry. Take advantage of the many promotional options the Board has available through the ask-for-the-card campaign.

## SPREADING THE WORD

Progress of the campaign over the last twelve months has continued to maintain momentum and boost consumer awareness.

Alongside the Board's media and promotional activity, increased support from tradespeople, and the help of retailers, merchants, product suppliers, manufacturers, media channels, local government and industry organisations, has elevated exposure to the consumer considerably.

Visitors to the Board's website seeking consumer guidance and more information has increased by 44% over the last twelve months.

24% of these visitors were directed to find out more by the Board's digital advertising campaigns targeted at DIY and home renovators.



INCREASE IN  
CONSUMER  
AWARENESS

Source: [www.pgdb.co.nz](http://www.pgdb.co.nz)  
website statistics

## Hiring a Plumber, Gasfitter or Drainlayer?

**Before you do...**

**Ask to see their card to check they have our authorisation.**

**Without it, it's illegal for anyone to do this work in NZ.**



You can also check if someone's authorised  
**[www.pgdb.co.nz](http://www.pgdb.co.nz) 0800 743 262**

# PUBLIC CONSULTATION

[REVIEW OF REGISTRATION AND LICENSING REQUIREMENTS]

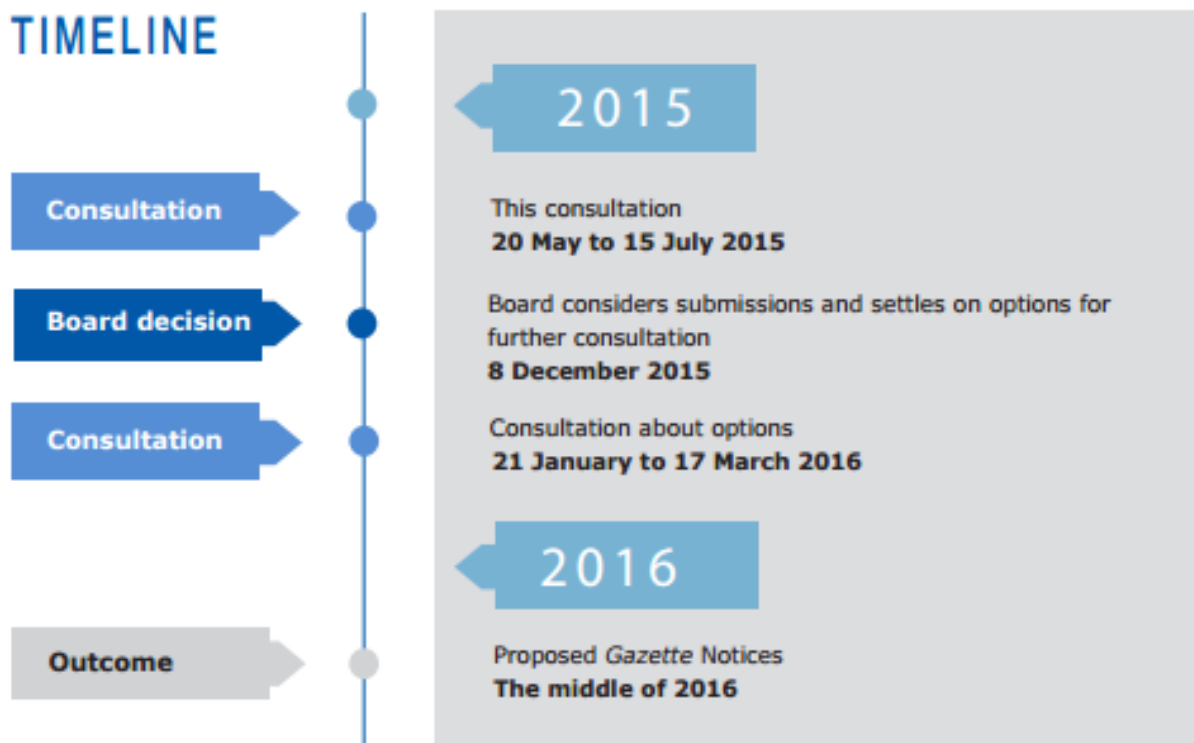


## ROUND ONE | CLOSED

The preliminary consultation for the first comprehensive review of registration and licensing requirements has now closed. The Board is currently reviewing all feedback received to help develop options for further discussion with the industry early next year.

## THE COMPLETE PROCESS | TIMELINE

### TIMELINE



# Compliance made easy



## ALL SET FOR TAX TIME?

Income tax returns for the year ending 31 March 2015 are due by 7 July. The latest Business.govt.nz newsletter sets out six top tips for reducing tax-related stress and getting returns in on time.

[www.business.govt.nz/news/six-tips-for-filing-your-tax-return-by-7-july](http://www.business.govt.nz/news/six-tips-for-filing-your-tax-return-by-7-july)

## ARE YOU READY TO PROVIDE MORE DETAIL IN YOUR COMPANIES OFFICE ANNUAL RETURN?

From 1 July your return must include the date and place of birth of all of your directors and details about your ultimate holding company (if applicable).

[www.business.govt.nz/news/more-detail-in-companies-office-annual-returns](http://www.business.govt.nz/news/more-detail-in-companies-office-annual-returns)

Complying with health and safety regulations can feel overwhelming, particularly if the risks you need to manage are detailed and technical. Hiring a specialist advisor can help. To choose the right person for the job, use HASANZ's checklist of five quick questions.

[www.business.govt.nz/news/quick-questions-to-help-choose-a-h-s-advisor](http://www.business.govt.nz/news/quick-questions-to-help-choose-a-h-s-advisor)

## ARE YOUR BUSINESS SYSTEMS OPEN TO A HACKERS OR SCAMMERS?

To mark Connect Smart Week, Business.govt.nz has gathered cyber security advice on spotting scam emails and protecting confidential databases and payment systems.

[www.business.govt.nz/news/do-you-make-it-easy-for-scammers](http://www.business.govt.nz/news/do-you-make-it-easy-for-scammers)

Find out more details in Business.govt.nz's Business Insider newsletter [www.business.govt.nz/news](http://www.business.govt.nz/news).

## Policy update

### FIT AND PROPER PERSON POLICY | REVIEW

At its meeting on the 7 July, the Board approved a reviewed version of the fit and proper person policy. The new version of the policy is now in effect. To view the updated version visit the Board's website at:

[www.pgdb.co.nz/legislation-policies/policies.html](http://www.pgdb.co.nz/legislation-policies/policies.html)

### A SUMMARY OF THE CHANGES

- A new guiding principle has been added that states that the Board will comply with the principles of natural justice in how it conducts assessments of whether an applicant is a fit and proper person to be registered, granted a licence or have their licence renewed.

What this means is that the Board must follow a fair and reasonable process in how it conducts fit and proper person assessments.

- The processes for assessing whether an applicant is a fit and proper person have been now been made the same for applications for registration and applications for a licence or licence renewal.
- A new paragraph in the policy sets out some of the things the Board will consider when it assesses whether an applicant is a fit and proper person. The matters in the list are not the only things the Board will consider. It can consider anything else that is relevant. However, the matters in the list give an idea of the kinds of things the Board will look at when making fit and proper person assessments.