



# Infobrief

2016 | EDITION 07

Reports lead to a workforce shortage

## APPRENTICESHIPS

**Peter Jackson**

CHAIRPERSON



I have really enjoyed the opportunity that the CPD roadshow has presented for myself and the Chief Executive to meet with a huge number of practitioners throughout New Zealand. These events have been well attended, and a welcome consequence has been the chance to meet with many tradespeople and hear their concerns. The pattern emerging is, that wherever the training days are held, the issues that confront the industry are similar.

While most practitioners are happy to be busy, the reports all lead to a workforce shortage. Qualified tradespeople are proving extremely difficult to recruit and this is putting pressure on many businesses.

While there is no immediate fix, this highlights an emerging problem in the industry. We are simply not training enough apprentices. Part of the solution to this problem is outside the hands of the industry. One side of this issue is that there are not enough young people prepared to take up an apprenticeship in our trades.

The Board is committed to working with the Skills Organisation, Master Plumbers and the industry to try to find the solution to this problem.

Clearly more has to be done to convince our young people that there are opportunities and rewards for those who choose a career in Plumbing, Gasfitting and Drainlaying.

The other side of this issue is within the control of our industry. If the industry wants a workforce then we all have a responsibility for training apprentices.

The statistics suggest that unfortunately it's only around 40% of businesses who have trainees. This makes it difficult to meet the expanding workforce needs of our industry.

If you are not currently training anyone, I urge you to consider the rewards that can be gained from training a young person.

## More apprentices needed fast as shortage hits NZ construction industry

A drastic shortage of apprentices is putting strain on New Zealand's construction industry as work ramps up throughout the country.

The current labour market is able to support the building of 15,000 houses per year, but that is not enough to support the growth in demand.

Over the next two years, demand for new houses is expected to hit 28,000.

28,000

STRATEGIC DIRECTION

# CE update

## TECHNICAL EXPERTISE

### Martin Sawyers

CHIEF EXECUTIVE

2016 has seen the Board enter a period of strategic rebuilding and moving in the direction of strengthening capacity, capability and credibility of the organisation.

In strengthening our capacity and working constructively with tradespeople to ensure that plumbing, gasfitting and drainlaying work is performed to the highest quality - a new Trade Advisor position has recently been implemented.

This is a technical help desk resource that I encourage all practitioners to take full advantage of for advice. If you require clarification of legislation and standards around the installation and maintenance of any restricted work you are conducting - give the Board's new Trade Advisor a call.

Sam Wood, who has an extensive background in the trades commenced in the new role four weeks ago. Sam is available at the Board's 0800 number to answer any trade related questions you may have and provide a helpful advisory service. See more on page 04.

#### Joining forces

As I have been highlighting to the industry at the trade stakeholder meetings I have attended, a huge focus for the Board at this time is on reducing the amount of unauthorised work that is occurring.

People performing this work are untrained and are a significant health and safety risk to the public. And, these people are stealing the work of the legitimate registered and licensed



Unauthorised work strategy  
The 2016 results so far

We have investigated 77 allegations of unauthorised work that have resulted in the filing of 13 charges.

*“I encourage all practitioners to take full advantage of the Board’s new help desk resource for any clarification or advice you need .”*

tradespeople, who pay their fees and continue to ensure competency in their craft by upskilling on an annual basis.

Already, six months into this financial year, we have conducted 105 site visits, had stakeholder relationship meetings with 17 local territorial authorities and carried out nine targeted operations based on intelligence we have gathered.

We have investigated 77 allegations of unauthorised work that have resulted in the filing of 13 charges.

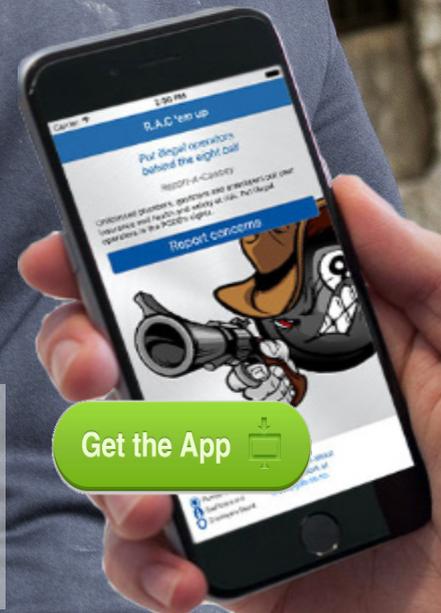
As I have emphasised previously however, our job is difficult unless we have your support. By joining forces we can effectively close the gap quickly for those who bring our industry into disrepute by working illegally.

The RAC app has been a huge success - but it can be more successful. If you haven't already, download the app. The more reports and intelligence we receive the quicker we can eradicate this issue.

Thank you to those who have led the way and are already reporting instances of unauthorised work to the Board's investigations unit - joining forces works.

# Closing the gap

Who's taking work from legitimate tradespeople?



## Joining forces works

## TARGETED OPERATIONS

THE CLAMPDOWN ON ILLEGAL WORK REMAINS A TOP PRIORITY

The new R.A.C. app with the help of those using it, is effectively dealing with unauthorised work quickly. Tradespeople joining forces with the Board is proving a successful strategy in closing the gap on those who are trying to work illegally within the industry, and taking work from legitimate tradespeople.

### Help the Board's investigations team target its operations

The app allows you to submit photo and video evidence of illegal work sites, false advertising

Get the R.A.C. app through the App Store, Google Play – or for easy download at the Board's website here [www.pgdb.co.nz/app](http://www.pgdb.co.nz/app)

on vans and so on. It has the ability to log GPS coordinates and it is a direct link to the Board's newly formed investigations unit.

Intelligence gathered from reports received through the RAC app helps them target their operations at hot spot areas identified.

If you haven't already, download the free app and assist in identifying, and holding to account those you come across who are carrying out restricted work unlawfully.

INVESTIGATIONS REPORT

# Taranaki region

## LICENCE CHECK PREP

### Stakeholder visits

#### STRONG INDUSTRY RELATIONSHIPS ESSENTIAL

The success of the Board's unauthorised work strategy hinges largely on strong industry support.

It is important for the Board's investigations unit to not only ensure local council relationships but to also build strong associations with the plumbing, gasfitting and drainlaying companies within areas of focus.

Recently, I travelled up to New Plymouth to speak to the council and update them on the Board's push to locate and prosecute those carrying out unauthorised work around the country.

While in this area I also visited local company Climate, and was impressed by the friendly manner in which the team welcomed me into the office.

They are staunch on customer service, high standards of workmanship, and service to all their customers. It was real pleasure to visit a business that strives for an extremely high level of excellence within our industry.

The investigations unit will be revisiting the area in the very near future to conduct licence checks.

It is my pleasure to introduce Sam Wood who is the newest addition to the investigations team.

**Jayson Thomas, Investigations Manager**



**Jayson Thomas, Investigations Manager:**  
*An ex police officer with 9 years of his career spent as an investigator in the Criminal Investigation Branch, Jayson has also worked previously as a regulatory investigator for the Civil Aviation Authority before joining the PGDB.*



**Dean Wakelin, Investigator:**  
*An ex police officer with nine years investigative experience. Dean has also previously worked within the police communications and court prosecutions environment.*

## Joining the team

#### NEW HELP DESK RESOURCE AND MORE

**Sam Wood, Trade Advisor/Investigator:**  
*A Certifying plumber and gasfitter with 13 years' experience, Sam also holds a BA majoring in political science and international relations and a minor in development studies. Originally from Hamilton where he completed his apprenticeship, Sam has also worked as plumber in four of NZ's major cities and briefly ran his own plumbing/gasfitting business before joining the PGDB.*



#### SAM'S ROLE WITH THE BOARD

Available via the Board's 0800 number, Sam is the help desk to point tradespeople in the right direction on a variety of matters;

- technical enquiry, supervision guidance, industry standards, health & safety, understanding of legislation, provide the 'how to', and give direction required on industry compliance matters etc. Sam will also use his technical expertise to assist in investigative matters.

MAKING SENSE

# Whose job is it?



NEED ADVICE - ASK SAM !

email

[samuel@pgdb.co.nz](mailto:samuel@pgdb.co.nz)

## Where does drainlaying stop and plumbing begin?

phone

0800 743 262

### WATER TANKS, PUMPS AND ONSITE WASTEWATER SYSTEMS (SEPTIC TANK)

There seems to be some confusion regarding sanitary plumbing and drainlaying work in the context of the installation, repair and maintenance of water tanks, pumps and onsite wastewater systems (septic tank).

#### Some clarity to the issue

Sanitary plumbing is described in the Act as including;

- the installation of sanitary fixtures (e.g. toilets, sinks, showers)
- the installation of the pipes, valves, filters and pumps that supply water to those sanitary fixtures and appliances
- the installation of the associated traps, waste or soil pipes, ventilation pipes and overflow pipes connected with those fixtures.

So, if there are sanitary fixtures or appliances on a water reticulation system it is considered sanitary plumbing. Therefore, all work must be carried out by an authorised plumber.

Drains are defined in the Act as being pipes laid for the conveyance of foul water, storm water or industrial liquid waste; and drainlaying includes the installation, alteration or repairs of a drain, including the fixing or unfixing of a drain to an onsite wastewater system or gully-trap. All drainlaying must be done by an authorised drainlayer.

What this means for work on water tanks is that all connections to and from the tank need to be undertaken by an authorised drainlayer. For example, installation of all storm water drain pipes and

subsequent connections into the water tank.

If the water tank supplies water to a sanitary fixture (e.g. a toilet) then the connection to the tank and subsequent pipework and fittings will need to be installed by an authorised plumber.

If a pump that is supplying water to a sanitary fixture fails and needs to be removed for servicing, it requires an authorised plumber to remove it and reinstall once serviced.

In the context of onsite wastewater systems, all drains leading up to and connections into the wastewater system will need to be undertaken by an authorised drainlayer.

If maintenance or repair work is to be done on the drain, this will also need to be done by an authorised drainlayer.

# Noticeboard

## The cost of hiring

CONSIDERING HIRING SOMEONE NEW?



Employing staff can be a big decision but it can also be the best move you ever make.

**This calculator at;**

[www.business.govt.nz/employeecostcalculator](http://www.business.govt.nz/employeecostcalculator)

will help give you the confidence to take that important next step. It will provide a ballpark figure of what hiring a new employee might cost.

### Fill in the job details

Industry  ?

Role type  ?

Do you need an idea of average industry salary rates? [Check rates.](#)

Annual salary  Gross

OR

Hourly rate

Hours per week

[Reset](#)

# SUPERVISION

## Are you 100% sure?

WHAT IS SUFFICIENT SUPERVISION

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

- 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 new 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)

# Show the card

12,000

**Ask-for-the-card**  
12,000 stickers have been distributed to campaign supporters to date.

8,000 consumer guides have been distributed in the last year, and there have been 185 requests for van, and website artwork options from practitioners.

## CONSUMER AWARENESS

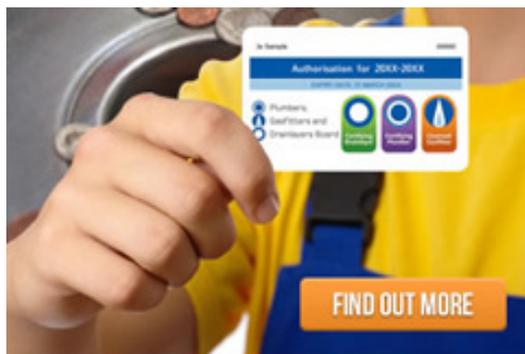
### Every effort helps

#### SQUEEZING OUT ILLEGAL OPERATORS

Show your card and spread the word that only authorised tradespeople can undertake restricted plumbing, gasfitting and drainlaying work.

There is always strength in numbers. Each month the list of practitioners grows who are backing the Ask-for-the-card campaign by displaying stickers, making use of signage and advertising the value of the licence.

The message is becoming more wide spread and proving to be an effective way to squeeze out illegal operators and alerting consumers to the risks associated with using unauthorised people.



**Without the Card**  
it's money down the drain

# Join

Naylor Love, The NZ Insurance Council, EQC, Consumer NZ, The Citizens Advice Bureau, [www.builderscrack.co.nz](http://www.builderscrack.co.nz), Yellow home maintenance app, national community and daily newspapers, Newstalk ZB, Radio NZ, Build & Renovate Today magazine, Progressive Building magazine, MICO Bathrooms, Plumbing World, My Plumbing Depot, licensed practitioners and local councils throughout New Zealand to help ensure the consumer is informed.

Phone 0800 743 262 or email [comms@pgdb.co.nz](mailto:comms@pgdb.co.nz) for free promotional material. There are plenty of options available:

- Stickers and posters
- Consumer guides
- Website and signage imagery
- Newspaper advertisements, flyers etc



**2017**  
 CPD TOPICS

**Have a say on the topics**

The Board will soon select and begin developing topics for the CPD courses to be delivered for the 2017-18 licensing year. It takes time to develop the materials for these courses so the topics have to be selected soon.

If you have any suggestions on potential topics please provide details to [comms@pgdb.co.nz](mailto:comms@pgdb.co.nz) or phone 0800 743 262.

