

Our Strategic Plan for the next three years sets out six crucial areas of focus for the Board in plumbing industry education and training, relations with relevant stakeholders and setting standards in the key areas of licensing, compliance and legislative review. Importantly within the Plan the Board recognises the vital role of our staff in helping the Board to achieve its goals.

By way of example the Board will expand its consumer awareness campaign on the importance of only using a licensed plumber and advance its use of technology in best practice initiatives for compliance and industry information. We will also progress the adoption of nationally consistent plumbing work standards and trade training accreditation, as well as recognising both individual and plumbing business service excellence.

Where however there is non-compliant or unlicensed plumbing the Board will strongly enforce its regulatory powers to protect the consumer and uphold the professionalism of the plumbing trade.

The Board will continue to liaise widely and consult with the plumbing industry to ensure regulatory impacts on small business are minimised. The Board will also monitor market place changes and industry innovation in plumbing work and products, particularly in the important areas of water saving and recycling. Where necessary the Board will undertake to promptly amend its regulations.

The Board and its administration look forward with confidence and enthusiasm to working together with the Western Australian plumbing industry and consumers to implement our Strategic Plan for 2006 to 2009.



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Plumbers Licensing Board Strategic Plan 2006 - 2009



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WORKING TOWARDS A COMPETENT AND PROFESSIONAL PLUMBING INDUSTRY IN WESTERN AUSTRALIA



Tom Hall - Chairperson

FOREWORD

On behalf of the Plumbers Licensing Board of Western Australia I am pleased to release our Strategic Plan for 2006 to 2009.

The Plan builds on the momentum from our previous three-years of operations and drives our organisation's activities towards renewed objectives in the regulation of the plumbing industry and in protecting the interests of the State's consumers.

Plumbing systems are fundamental to the health and wellbeing of our communities and their environment by delivering water supplies and removing waste. In fact growth in all sectors of the State's economy is directly affected by the performance of efficient and effective plumbing work. The Plumbers Licensing Board therefore ensures only competent plumbers are licensed to carry out any water, sanitary and drainage plumbing work in Western Australia.

WORKING TOWARDS A COMPETENT AND PROFESSIONAL PLUMBING INDUSTRY IN WESTERN AUSTRALIA



Plumbers Licensing Board Strategic Plan 2006 - 2009

Our vision

What we hope, aspire and work towards achieving

A competent and professional plumbing industry in WA.

Our purpose

The reason for our existence

To protect public health and safety and the environment through collaborating with the plumbing industry to maintain high standards.

Our mission

What we do to achieve our purpose and further our vision

The board is committed to managing an effective and efficient regulatory framework, through communicating and working collaboratively with members of the plumbing industry and other stakeholders to ensure statutory compliance within the context of public health and safety and the environment.

Our values

What we are committed to

- Professionalism
- Leadership
- Transparency

Our objectives *What we want to achieve*

Education and training

Ensure the competency standards of all licensees are maintained and enhanced.

Stakeholder relations

Develop and maintain relationships with industry and other stakeholders to raise the profile of the Board and ensure its independence.

Setting standards for industry - licensing

Ensure that only competent and qualified people are licensed in order to maintain high plumbing standards.

Setting standards for industry - compliance

Ensure WA's plumbing systems are of the highest integrity possible.

Setting standards for industry - reviewing legislation

Ensure an appropriate legal environment that meets the needs of consumers and industry members.

People

Create an environment that supports a capable and enthusiastic workforce.

Our strategies *How we will do it*

Education and training

- Implement continuing professional development.
- Introduce industry training courses and update industry knowledge of plumbing standards.
- Monitor the education and training requirements for licensing.

Stakeholder relations

- Maintain and enhance relationships with stakeholder groups.
- Promote a collaborative relationship with related trades.
- Conduct training/education forums for industry and consumers.
- Promote industry and licensing requirements to the broader community.
- Maintain a regional focus.
- Provide high quality, reliable information in a timely manner.

Setting standards for industry - licensing

- Administer the licensing framework in a manner that is timely, efficient, cost effective, and user-friendly.
- Provide high quality information and advice to relevant stakeholders.
- Provide services to regional Western Australia.
- Maintain the competency standards required for licensing.

Setting standards for industry - compliance

- Administer the regulatory framework in a manner that is timely, efficient, cost effective and user-friendly.
- Apply the regulations in a fair and equitable manner.
- Resolve complaints in a timely and professional manner.
- Provide a transparent and flexible system to ensure licensees are complying with regulatory obligations.
- Provide high quality information, education and advice to plumbers and relevant stakeholders.
- Ensure the same levels of compliance activities in metropolitan and regional WA.

Setting standards for industry - reviewing legislation

- Review the operation and effectiveness of the compliance and inspection framework.
- Review the legislative framework for the regulation of the plumbing industry.

People

- Provide a supportive and flexible work environment.
- Develop people's potential and foster learning.
- Build workforce capacity.
- Seek innovative solutions to contemporary workforce challenges.