The most effective way to manage change is to create it.

**VISION**
Working with our industry to ensure that all plumbing, gasfitting and drainlaying is performed by competent tradespeople.

**MISSION**
A professional, evidence-based, intelligence-led and risk-focused regulatory body.

**VALUES**
- Integrity
- Professionalism
- Respect
who WE ARE

The Plumbers, Gasfitters and Drainlayers Board (Board) is established under the Plumbers, Gasfitters and Drainlayers Act 2006. We are a statutory body governed by a ten-member Board appointed by the Minister of Building and Housing.

We have 18 staff located in our Wellington office.

We were established to protect the health and safety of members of the public by ensuring the competency of, and regulating the services of plumbers, gasfitters and drainlayers (our tradespeople).

What we want to achieve.

Plumbing, gasfitting and drainlaying all play an important part in safeguarding the health and safety of the New Zealand public. The entire community benefits by having water and gas delivered and sewage and waste disposed of safely. The best way of protecting the health and safety of the public is by ensuring restricted plumbing, gasfitting and drainlaying work is performed by those qualified and skilled to do the work.

The Board’s vision is that all plumbing, gasfitting and drainlaying work is performed by competent tradespeople.

Our key roles

1 Licensing
   The registration and licensing of our tradespeople.

2 Competency
   Promoting and ensuring the competency and safe working practices of our tradespeople.

3 Enforcement
   Responding to inquiries and complaints about our tradespeople, and ensuring that appropriate action is taken to sanction illegal plumbing, gasfitting and drainlaying work.
To achieve our vision the Board’s mission is: A professional, evidence-based, intelligence-led and risk-focused regulatory body.

**THE WAY WE OPERATE**

The services of the Board have a direct effect on the health and safety of all New Zealanders, their property and the environment.

---

**PROFESSIONAL**

We employ people who have a range of skills and experience. Our people include those with trades, regulatory, legal and investigatory backgrounds. We enable our people to undertake ongoing professional development to ensure that they can make a maximum contribution.

**EVIDENCE-BASED AND INTELLIGENCE LED**

Our work is based on evidence and intelligence that we gather, collate and analyse. This ensures that we are aware of what happens and why. We use that evidence to help us decide on strategies and interventions to deal with the risks that we identify.

**RISK-FOCUSED**

By focusing on risks, the Board ensures that it targets its resources at areas where it can make the greatest impact. The evidence and the intelligence we gather allows us to design the most appropriate and proportionate interventions to deal with those risks.
When the Board decides how to respond to a compliance issue, we have a variety of intervention options that take into account risk, attitude and the health and safety impacts of what has occurred. The tools we use range from education through to enforcement action. There is no preference for any particular tool. Instead, we use the right tool(s) for the situation.
<table>
<thead>
<tr>
<th></th>
<th>Plumbers</th>
<th>Gasfitters</th>
<th>Drainlayers</th>
<th>Others</th>
</tr>
</thead>
<tbody>
<tr>
<td>Certifying Plumbers</td>
<td>3323</td>
<td>1483</td>
<td>2836</td>
<td>2227</td>
</tr>
<tr>
<td>Licensed Plumbers</td>
<td>1641</td>
<td>681</td>
<td>299</td>
<td>44</td>
</tr>
<tr>
<td>Apprentice Plumbers</td>
<td>1535</td>
<td>1116</td>
<td>910</td>
<td>16</td>
</tr>
<tr>
<td>People Working under Exemption</td>
<td>2997</td>
<td>Complaints Per Annum</td>
<td>30</td>
<td></td>
</tr>
<tr>
<td>Disciplinary Hearings Per Annum</td>
<td>16</td>
<td>Prosecutions Per Annum</td>
<td>30</td>
<td></td>
</tr>
</tbody>
</table>

**Our Key Partners**

Collaboration with other agencies with interests in building, health and safety, water, gas reticulation, sewage and waste water disposal is crucial to our effectiveness in achieving our goals. We work with these other agencies to develop effective regulation, share information, achieve efficiency gains and to design and implement strategies that reflect shared goals and responsibilities.

- Construction industry
- Insurance industry
- Merchants
- Tertiary Education Commission
- Licensed Building Practitioners Board
- Electrical Workers Registration Board
- Energy Safety
- Ministry of Business, Innovation and Employment
- WorkSafe New Zealand
- Local government
- Building Officials Institute of NZ
- Skills Organisation
- Masterlink
- Apprenticeship Training Trust
THOSE WE REGULATE

Our work must be relevant and credible to those we regulate. We seek to work constructively with those we regulate and their representative organisations.

Key RELATIONSHIPS

- Master Plumber Gasfitters and Drainlayers NZ
- The Plumbers Gasfitters and Drainlayers Federation
- The NZ LPG Association
Examining the key trends and challenges facing the industry.

**Challenge**

**UNDER REVIEW**

Occupational licensing is currently under review by the government so there may well be a change in the way the industry is regulated.

**Key trend**

**UNDER REVIEW**

The three-yearly review of The Plumbers Gasfitters and Drainlayers Act 2006 is underway. This provides an opportunity to seek some key changes that will enable us to carry out our work more effectively.
**Key trend**  
**DEMAND FOR SERVICES**  
Generally, the construction sector is strong at the present time but demand for plumbing, gasfitting and drainlaying services varies across the regions. Demand is particularly strong in Auckland, Christchurch and Queenstown.

---

**Challenge**  
**PROMOTING COMPETENCY**  
The public health component of plumbing, gasfitting and drainlaying and their contribution is under recognised by the public, leading to a growth in DIY and unlicensed activities.

---

**Challenge**  
**THE BUILDING BOOM**  
The pressure for a rapid increase in new residential building in some areas creates a risk of a high volume of unauthorised work being performed.

---

**Challenge**  
**EDUCATION COSTS**  
Costs are an issue for the sector. Costs of education (including both initial trade training and CPD), registration, and licensing are a burden on businesses.

---

**Challenge**  
**IMMIGRATION**  
The strong construction sector may see an increased number of overseas trained people wishing to come to New Zealand. We need to assess the skills of these people so that safety is not compromised on the one hand, and unnecessary barriers to entry are not created on the other.

---

**Challenge**  
**KEY RELATIONSHIPS**  
There are a number of relationships with other key parties within the wider construction sector (e.g. territorial authorities, consumer organisations, insurers, other regulators, retailers) that can be formed and/or enhanced in order to contribute to our objectives.

---

**Key trend**  
**PARTNERSHIPS**  
Key partners within the industry have indicated a willingness to work more closely with us. This creates the opportunity for increased voluntary compliance.

---

**Challenge**  
**EXEMPTIONS**  
There are a large number of people working within the industry under exemptions. This creates some risks because these people are not subject to any regulatory oversite and are exempt from ongoing training requirements.
STRATEGIC GOAL
ONE

Registered and licensed tradespeople performing plumbing, gasfitting and drainlaying are competent.

GOAL
STRATEGIES

- A system of CPD that targets key issues as identified by the Board in conjunction with the industry.
- A registration and licensing system that is relevant, reasonable and appropriate to each trade group, and consistent and proportionate to the risks posed and, is simple understandable and cost effective.
- The operation of an intelligence function for the collection, analysis and distribution of intel and which allows the targeted use of resources.
- Increased awareness and acceptance within the industry of the need to implement effective and relevant supervision.
- Fair, proportionate, risk-based approach to complaints and discipline.
- Work with the industry and education providers to improve the quality of training.

2017-2018
WORK PROGRAMME INITIATIVES

- Delivery of 2017-18 CPD.
- Selection of CPD topics and creation of materials for 2018-19.
- Implementation of the Journeyman class of registration.
- Production of quarterly intelligence briefings highlighting issues and trends.
- Project to identify data gathering and analysis requirements for intelligence purposes.
- The continued publication of guidance material regarding supervision.
- The continued targeting of supervision as a compliance issue.
- The investigation (and possible implementation) of an infringement fine regime.
- Engagement in Education Leadership Forum facilitated by the Skills Organisation.
- A feasibility study on the provision of electronic examinations.
- A feasibility study on oral competency tests at Level 4 for those with learning disabilities.
OUR GOALS

STRATEGIC GOAL

TWO

Reducing unauthorised plumbing, gasfitting and drainlaying.

GOAL

STRATEGIES

- Increased public and wider construction industry awareness of the importance of using authorised tradespersons to carry out plumbing, gasfitting and drainlaying work.
- Tradespeople and Territorial Authorities become our eyes and ears.
- Targeting of identified problem areas for enforcement action.

2017-2018

WORK PROGRAMME INITIATIVES

- Continued relationship establishment and building with the key construction industry and consumer stakeholders.
- Continued Board sponsored articles promoting the use of authorised tradespeople.
- Photo licences implemented.
- Continued engagement with Territorial Local Authorities.
- Implementation of public awareness campaign focusing on raising awareness of the contribution of the trades to the health of New Zealanders and the consequent need to only use authorised tradespeople.
- Build a positive social media profile focused on investigations of unauthorised work (establishment of Facebook community page).
- Promote World Plumbing Day via a direct marketing campaign to government stakeholders.
- Continued promotion of Mobile App which allows easy reporting of unauthorised work.
- Targeted enforcement operations.
- Continued site visits to check compliance.
- Engagement of a full-time investigator in Auckland.
STRATEGIC GOAL
THREE

Tradespeople work with us to ensure competence and compliance.

GOAL
STRATEGIES

- Respond in a timely and effective manner to identified risks and issues raised by tradespeople.
- A strong relationship with the industry.
- Tradespeople are fully informed of our initiatives and clearly, understand what their obligations are.

2017-2018
WORK PROGRAMME INITIATIVES

- Continued focus on a timely response to issues raised by tradespeople.
- Programme of meetings with stakeholders.
- Regular meetings of Stakeholder Liaison Group.
- Feasibility study into the creation of technical advice forum.
- Maintain a technical library.
- Board staff present at CPD training days to give assistance to tradespeople and provide information.
- Regular Info Brief newsletter and other publications
- Maintenance of our website.
Associated corporate publications

WWW.PGDB.CO.NZ/PUBLICATIONS CORPORATE
Working with our industry to ensure that all plumbing, gasfitting and drainlaying is performed by competent tradespeople.