

NOTIFIABLE WORK: INFORMATION FOR CONSUMERS

What is notifiable work?

On 1 November 2012, a new category of plumbing and drainage work called 'notifiable work' was introduced.

Notifiable work includes most plumbing and drainage work performed in existing homes including:

- Kitchen and bathroom additions and renovations
- Installing or replacing hot water heaters including electric, solar, or heat pump hot water heaters
- Installing fixtures such as toilets, showers and sinks in an existing home
- Extending or altering pipe work.

Notifiable work must be performed by a plumber or drainer licensed by the Queensland Building and Construction Commission (QBCC), but does not require permits or mandatory inspections by local government.

What is the new process?

When a plumber or drainer performs notifiable work, they must submit a Form 4 – Notifiable work to QBCC. Forms can be submitted either electronically or manually.

Once the licensee lodges the Form 4 electronically, they must send you either an electronic or a paper copy. The Form 4 will include details of where and when the work was performed and the type of work performed.

Licensees who prefer to lodge forms manually will be given a book of forms by QBCC. The licensee must provide you with a copy of the completed form.

You can check if your form has been lodged with [QBCC online](#).

You will need to provide your address and the unique identifying number on your copy of the form.

How will this benefit me?

It is now cheaper and faster for most routine plumbing work to be performed in Queensland.

Previously, plumbing work such as a bathroom or kitchen renovation needed local government approval and inspection. These processes could have cost up to \$1600 and taken up to 20 business days for permits and inspections.

Now, a plumber or drainer simply has to notify QBCC that this type of work has been performed, within 10 business days of completing the work.

Licensees may now perform a wider range of plumbing work that does not require approval or notification, e.g. a plumber can install, repair, remove or replace an apparatus (such as a pump or water saving device) without needing to notify QBCC or local government.

Will the work be checked?

To ensure that plumbing and drainage work continues to be performed to a high standard, both QBCC and local governments will audit notifiable work.

Your local government may contact you to arrange an inspection of the work. If you are concerned about the work that has been performed on your property, contact your local government to arrange an inspection.

Alternatively, you may lodge a complaint with QBCC if you believe that the work is non-compliant or defective. QBCC appoints investigators to look into complaints regarding work that is non-compliant, defective, or has been performed by a person without an appropriate licence. There are a range of penalties that may apply in these instances.

Checklist for consumers

- Does your plumber or drainer have a valid QBCC licence? To check if your plumber or drainer is licensed, call QBCC on 139 333 or visit www.qbcc.qld.gov.au
- Has the Form 4 been lodged with QBCC?
- Has your plumber or drainer given you a Form 4?
- Have you checked with your plumber whether the proposed work can be performed under the notifiable work system?

Note: Work that involves changes to onsite treatment facilities, combine drains, greywater facilities, trade waste, or areas with dual reticulated water supply, are compliance assessable work and will require a local government permit.

Need more information?

For more information on notifiable work or other plumbing enquiries, visit www.qbcc.qld.gov.au or call QBCC on 139