



10 March 2017

Queensland Building Plan  
Department of Housing and Public Works  
GPO Box 2457  
City East  
BRISBANE QLD 4000

Dear Sir/Madam

I am pleased to submit the Australian Refrigeration Mechanics Association's (ARMA) response to the proposed introduction by the Department of Housing and Public Works in particular to a new mechanical services licence class.

ARMA is an established industry representative organisation, with membership ranging from independent operators, to employees of large companies, and industry training specialists. We are focused on achieving recognition and full licensing for refrigeration and air conditioning tradespeople, as a mechanism to achieve national recognition as a technically-based trade.

Accordingly, our response relates primarily towards the impact the introduction of a mechanical services license will cause the HVAC&R Industry and its tradespeople if the reforms were to proceed. Our response also provides our members' grass-roots feedback on how vital it is to ensure recognition as a specialized trade remains alongside other peripheral trades without further fragmentation to the HVAC&R industry.

ARMA will provide an overview response/recommendations to all other sectors being reviewed wherein it affects the HVAC&R trade.

We appreciate the opportunity to take part in this important review and as a representative industry association would also appreciate the opportunity to be included in future governmental reference groups, working parties and advisory bodies related to the refrigeration and air-conditioning industry.

Sincerely

*Kim Limburg*

**KIM LIMBURG**  
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## RESPONSE TO THE REVIEW OF THE PROPOSED INTRODUCTION OF A NEW MECHANICAL SERVICES LICENCE CLASS

### SUMMARY

Of the proposed reforms presented, ARMA believes -The scope of work associated within the mechanical services licence **should only** be undertaken by a full qualified HVAC&R tradesperson who has undertaken a full 4-year apprenticeship.

Therefore, a proposal to introduce a new mechanical services licence class, regulated as plumbing work, requiring a plumber's licence to be equivalent to the current Victorian Building Authority model is not a solution only a band aid effect and doesn't meet all best practice regulation standards and no recognition to highly skilled HVAC&R tradespeople.

The parameters currently within the mechanical services Victorian licensing model is fundamentally flawed since the inclusion of the Certificate II split/systems qualification and environmental licence (ARctick) which has allowed plumbers to work outside their scope purely from a tick on the back of a licence card granted by the authority. Safety and the environment rely on Governments acknowledging HVAC&R as a specialised trade and must ensure only technically competent HVAC&R tradespeople undertake this scope of work.

Accordingly, ARMA expresses - A more progressive option to the proposed reforms that is to introduce a national skills based trade licence for the HVAC&R Industry– As a balanced and progressive option, which does provide a reform to benefit industry, the environment and consumers, within a practical fiscal structure.

### REVIEW OBJECTIVE 1:

*Mechanical services involve mechanically heating, cooling and ventilating residential and commercial buildings. A mechanical services licence modeled on Victoria and Tasmania.*

### ARMA RESPONSE:

ARMA commends and is committed to its grassroots tradespeople, including its commitment to compliance with the Montreal and Kyoto Protocols.

However, ARMA must register its disagreement with the claim that:

*“The minimum technical qualification to obtain the Victorian Mechanical Services licence is completion of a Certificate III course relating to plumbing work.”*

The reason for ARMA's strong disagreement to the introduction of a new mechanical service class for plumbers is based on ensuring strong future growth of a HVAC&R industry in decline, regulatory standards, consumer protection, upskilling of its tradespeople in all refrigerants and recognition of a highly skilled technicians.



As background, the mechanical services package covers a wide breath of industries in engineering and manufacturing and is not limited to plumbing therefore, the qualification for plumbers is based on the metals package MEM and contextualized to suit the plumbing codes requirements. Only a small percentage of core and elective competencies gained under this package relate to refrigeration systems and sole purpose is to provide the avenue to gain the environmental, non-technical, licence from the Australian Refrigeration Council (ARC) to work with refrigerants.

The erosion of the HVAC&R qualifications over the years has led to current situations where such licence holders have minimal knowledge of the environmental impact of natural vs synthetic refrigerants and the minimization of emissions

In fact, our members advise of feedback from customers that many of these fast-track licence holders are unable to answer the most basic questions about the environmental impact of synthetic refrigerants, leading to a grass-roots perception that despite its claims to leadership in the fight against global warming, the government is merely pushing through licenses without requiring licence holders to demonstrate their understanding of the environmental impact of their work.

Not only is the government rapidly losing credibility; of more concern to ARMA is the flow on loss of credibility suffered by specialist, trade-qualified refrigeration and air-conditioning mechanics, due to the general lack of understanding by the public of Australia's current two- tiered licensing system.

#### **RECOMMENDATION 1:**

ARMA recommends that the Department of Housing and Public Works abandon any new mechanical service licence class regulated by the plumbing industry in relation to any HVAC&R work, and restore the requirement that only trade qualified refrigeration and air-conditioning mechanics holding a Certificate III qualification or higher sanctioning work in the HVAC&R field.

ARMA believes that this addresses Review Objective 1 – Identify opportunities to reduce plumbers working outside of their scope of work and retains the integrity and specialized trade of a HVAC&R industry and its tradespeople.

The same rationale also applies to electrical contractors who under the current state and federal legislation endorse the Certificate II in Split Systems to work outside of their scope in a specialised HVAC&R trade likewise, no HVAC&R tradesperson is legally allowed to work in any capacity in either electrical or plumbing fields without the appropriate qualification and license- no shortcut courses as an entry into these trades.

ARMA's concerns stem from the fact that regulators and governments overlook the fact our HVAC&R industry is a vital and specialized trade alongside other peripherals trades inclusive of a 4-year apprenticeship. Although an environmental license is warranted it has also failed the HVAC&R industry by its limited scope and control with the introduction of varying licence types to appease these different trade sectors by way of reducing and belittling competencies to help with their gaining compliance.



## **RECOMMENDATION 2:**

ARMA also believes a further opportunity to address Review Objective 1 lies in the consolidation of functions and powers of the Queensland Building & Construction Commission (QBCC) that includes new policy approach, broader consultation with industry stakeholders for a HVAC&R trade license for HVAC&R businesses and their tradespeople.

## **OBJECTIVE 2:**

*Work associated with mechanically heating, cooling and ventilating residential and commercial buildings is undertaken by various licence classes.*

The element of the licensing reforms as stated on Fact Sheet 2 are, 8 various classes and suggested to be streamlined to ensure less confusion for industry, consumers, give more consistency and minimize costs. However, only 1 of the classes (refrigeration, air-conditioning and mechanical services (limited and unlimited design) consists of HVAC&R training, all other classes are plumbing competencies which result in a plumbing qualification not a HVAC&R qualification. The reform also suggests using the Victorian Mechanical Services license the minimum technical qualification requirement is completion and experience in Certificate III plumbing work.

The fact that only “1” licence class (refrigeration, air-conditioning and mechanical services (limited and unlimited design) is related to HVAC&R, but all other various classes are plumbing should not give endorsement for a new mechanical services licence to allow plumbers to work as suggested in the proposed reforms to install and commission air-conditioning systems, test air-conditioning systems for leaks, repair, alter and maintain air-conditioning and components. These are competency unit requirements in a full 4- year apprenticeship in a HVAC&R qualification Certificate III once completed.

Under the changes proposed, consideration must be towards any direct impact on the HVAC&R tradespeople that affects their livelihood, public liability, deliverance of a consistent workplace health and safety environment across the industry and to essentially reduce accidental deaths resulting from inadequately trained operators attempting to undertake highly skilled work.

Given that the HVAC&R industry is at a pivotal stage of change with the use of more natural refrigerants and hydrocarbons, the QBCC occupational gas work licence already has the prerequisites requirement of holding a Certificate III Refrigeration Mechanics qualification and also the restricted electrical licence for disconnect and reconnect for refrigeration and air-conditioning equipment. Under this new approach the benefits of centralizing policy in the occupational area to include all refrigerants and licensing functions would give opportunities for cost saving in administration, better use of resources and compliance.

## **RECOMMENDATION 3:**

ARMA recommends the QBCC centralise policy development more specific to the current Certificate III or higher with a 4-year apprenticeship for the HVAC&R industry. ARMA also recommends further consultation in key areas of technical knowledgeable, training and a national register and the removal of duplication testing of HVAC&R tradespeople.



ARMA supports a whole of industry approach to compliance reporting and enforcement, with government taking an oversight, rather than investigative role.

ARMA is aware of broad-based industry concerns about the safety of operators and consumers with the use of more recent synthetic, chemical blends of refrigerants such as R32 have been introduced or when natural refrigerants are used as replacement for ODS and SGS. We are committed to working with industry bodies in consultation with all stakeholders to provide upskilling where required and access to HVACR specialists, as well as addressing OH&S issues, for all nationally licensed trade members.

As natural refrigerants become more prevalent, ARMA believes that consumers will embrace them with confidence following the delivery of education about their benefits to both government and trade qualified technicians.

## **Overview on further suggested reforms.**

### Queensland Home Warranty Scheme

It should be noted that the current QBCC framework requires greater consultation with industry experts from all trades that fall within its scope, to achieve good outcomes. In particular, the results from a QBSA tribunal hearing relating to an inappropriate CCT<sup>1</sup> ruling of air conditioning systems allowed an electrical company to supply and install systems in a motel as “Electrical Works”. Under the Electrical Safety Act only unsafe wiring could be addressed however, if technical experts assisted in this case it is unlikely to have been ruled in favor of the defendant.

That said, a precedent for electricians with only a Certificate II in split system installations allowing work outside of their scope in a specialized HVAC&R trade, with little consideration for the QLD consumer. The ongoing impact resulted in the QBSA increasing the value of works from \$1,100 to \$3,300 allowing the electrical industry to perform works to the estimated value of \$3,300 a continuous of installations of air-conditioners, and operating outside the umbrella of the now QBCC or the Electrical Safety Office. A preferred option of a zero amount would protect the consumers from sub-standard work reduce expense to the consumer, a fairer playing field for HVAC&R tradespeople, energy efficiency and emissions reduction.

Furthermore, and fundamentally important HVAC&R businesses in Queensland are burdened with the requirement to hold a contractor’s license to install split air conditioners however, electrical businesses are not. The impact on HVAC&R businesses financially has been immense and viability to continue has resulted in closed businesses, due to electrical businesses under cutting prices, advertising air-conditioning services, working well outside the requirements of the ARCTick license Certificate II in Split/Systems to install less than 18kw, and are doing installations above the requirements.<sup>2</sup>

The objective to any licensing reforms must ensure consumer protection, HVAC&R tradespeople public health and safety, the potential to improve productivity and ensure economic efficiency. To achieve the proposed reforms set out by the Department of Housing and Public Works all aspects of refrigeration and air-conditioning work must be strongly regulated work in areas that are identified as a risk to the public, a reduction in red tape, and only a 4-year apprenticeship obtaining a qualified level Certificate III or higher.

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<sup>1</sup> CCT Ruling Korte Investments Pty Ltd v QBSA [2002] QBT 106

<sup>2</sup> Electricians exceeding cert II scope of works, former lobby group, ROT, Reclaim Our Trade April 2009



## RECOMMENDATION 4

ARMA recommends:

- introduction of a zero amount for the home warranty scheme threshold, for the installation of split air-conditioning units for all qualified HVAC&R tradespeople, not doing work for a building contractor.
- streamline the license classes for refrigeration air-conditioning and mechanical services for the construction of Swimming Pool and Spa Heating Systems (Solar, Heat Pump, Gas and Other) and cool rooms under the building contractor's licence
- the implementation of an occupational licence for the purpose of consumer protection for the installation of split air-conditioning on behalf of a building contractor and the licensed contractor to pay a higher premium based on high percentage of claims.
- the Electrical Safety Act 2002 be revised to ensure all refrigerant vessels are limited to works by HVAC&R tradespeople.
- financial probity checks for individuals licenses in relation to payment of penalties or fines

The HVAC&R industry is the only occupation without a trade recognised licence for its tradespeople and stakeholders and the industry is on the precipice of change with the phasing down of High GWP refrigerants and the increase of Low GWP refrigerants, natural refrigerants and hydrocarbons. At the same time the refrigeration and air-conditioning industry is important to the economy, which derives annual revenue from installation, repairs and maintenance of air-conditioning and central heating systems, in commercial and small businesses across Australia.

To bring about positive change for the HVAC&R industry, alleviate confusion for all of industry and consumers, the introduction of a trade recognised license by the QBCC, will not only streamline the existing HVAC&R categories under an occupational licence it will minimize costs and regulatory burden on an industry under siege.

### **Key Features for a HVAC&R Trade Licence:**

- Access to a HVAC&R licensing register for consumers
- Recognition as highly trained skilled tradespeople
- tighter controls over compliance
- Improved productivity where some licensing restrictions are removed
- Align with COAG's principles of Best Practices, specifically consumer protection, increased labor mobility and WH&S<sup>3</sup>
- Reduced costs to the industry with the removal of additional fees and less applications
- Higher level of efficiency and lower carbon emissions

There are of course a number of expected impacts to the QBCC with establishing a new HVAC&R trade licence and ARMA recommends the Minister to seek access to funds within the Environmental Trust Fund, currently in excess of \$50 Million in commencing a trade recognised licence and to also help further address skills, and gap training for all HVAC&R tradespeople in all refrigerants. ARMA recommends the QBCC to have a broader consultative approach with industry experts, stakeholders to provide practical expert technical advice and develop policy for the HVAC&R industry.

We trust this information is helpful. Should you require any further information or clarification, please do not hesitate to contact me on 0403 680 981 or kim@arma.email

<sup>3</sup> COAG Principles of Best Practice 2007



## References:

- 1.) CCT Ruling Korte Investments Pty Ltd v QBSA [2002] QBT 106
- 2.) Electricians exceeding cert II scope of works, former lobby group, ROT, Reclaim Our Trade April 2009
- 3.) COAG Principles of Best Practice 2007



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# Queensland Building Tribunal

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## Korte Investments Pty Ltd v Qbsa [2002] QBT 106 (11 June 2002)

Last Updated: 28 September 2002

Queensland Building Tribunal [\[2002\] QBT 106](#)

### CITATION:

*Korte Investments Pty Ltd v QBSA* [\[2002\] QBT 106](#)

### PARTIES:

KORTE INVESTMENTS PTY LTD

V

QUEENSLAND BUILDING SERVICES AUTHORITY

### TITLE OF TRIBUNAL:

Queensland Building Tribunal

### APPLICATION NUMBER:

Q053-02

### DELIVERED ON:

11 June 2002

### DELIVERED AT:

Brisbane

### HEARING DATES:

Decision on the Papers

**DECISION OF:**

Ms J McVeigh

**CATCHWORDS:**

ADMINISTRATIVE LAW-Whether installation of air conditioning units is “building work”  
*Queensland Building Services Authority Act, section 72*  
*Electricity Act*

**REPRESENTATION:****SOLICITORS:****APPLICANT:**

Bressington & Partners

**RESPONDENT:**

In-house lawyer

**DECISION CATEGORY CLASSIFICATION:**

A

**NUMBER OF PARAGRAPHS:**

25

**REASONS FOR DECISION:****Background**

- 1 On 5 February 2002 Korte Investments Pty Ltd (“the applicant”) notified the Queensland Building Services Authority (“the authority”) about a dispute with Goltz Electrical, relating to the Cambrad Motel in North Rockhampton.
- 2 By letter dated 12 February 2002 the authority advised the applicant that it could not exercise any statutory power in relation to the complaints made by the applicant. This decision was based on a decision that the work complained of was not “building work” within the definition prescribed by the *Queensland Building Services Authority Act 1991* (“the QBSA Act”).
- 3 The applicant filed an application for a review of that decision on 13 March 2002.
- 4 At a directions hearing on 8 April 2002 the legal representatives for the parties agreed that the matter might be determined on the papers, following an exchange of statements of evidence and submissions. The applicant delivered statements by Mr Korte, a director of the applicant, on 24 April and 22 May 2002. The authority delivered statements by Mr Goltz and Mr Ives, the regional

manger of the authority's Rockhampton regional office on 8 May 2002. The authority also delivered its submissions on 8 May 2002. The applicant delivered its submissions on 29 May 2002.

## Relevant Legislation

5 Section 72(1) of the QBSA Act provides:

*“72.(1) If the authority is of the opinion that building work is defective or incomplete, the authority may direct the person who carried out the building work to rectify the building work within a reasonable period stated in the direction.”*

6 Schedule 2 of the QBSA Act defines “building work” as meaning:

- “(a) the erection or construction of a building; or*
  - (b) the renovation, alteration, extension, improvement or repair of a building; or*
  - (c) the provision of lighting, heating, ventilation, airconditioning, water supply, sewerage or drainage in connection with a building; or*
  - (d) the demolition of a building; or*
  - (e) any site work (including the construction of retaining structures) related to work of a kind referred to above; or*
  - (f) the preparation of plans or specifications for the performance of building work; or*
  - (g) any work of a prescribed kind;*
- but does not include work of a kind excluded by regulation from the ambit of this definition.”*

7 Regulation 3A of the *Queensland Building Services Authority Regulation 1992* excludes “electrical work under the [Electricity Act 1994](#)” from the ambit of the definition “building work”.

8 [Section 16](#) of the [Electricity Act 1994](#) defines electrical work as “the work of installing or repairing an electric line or electrical article used for generating, transmitting, supplying or using electricity”.

9 [Section 14](#) of the [Electricity Act 1994](#) defines an electric article as including:

- “an apparatus, appliance, article, cable, fitting, insulator, material, meter or wire –*
- (a) used for generating, transmitting or supplying electricity; or*
  - (b) operated by electricity.”*

10 [Section 16\(3\)](#) provides that “for licensing electrical contractors, ‘electrical work’ includes

*minor building work and building services work, incidental to electrical work”.*

## The Evidence

- 11 Mr Korte stated that Goltz Electrical quoted \$17,750 to install air-conditioning units, to construct and install the frame upon which the compressors for the units stood, as well as the cost of the piping and electrical work to connect the system. Mr Korte stated that he was present when the work was undertaken by Mr Goltz and his apprentice. Mr Korte stated that the work undertaken by Goltz Electrical was the construction and installation of 25 steel frames upon which compressors were placed on the outside of the wall and the installation of 33 air-conditioning units inside motel rooms. Mr Korte said that the compressors for the air-conditioning units required frames of approximately 120cm x 40cm installed approximately 1.8 metres off the ground. Mr Korte said that Goltz Electrical used scaffolding and ladders and its own equipment to install these frames. Mr Korte stated that Goltz Electrical submitted an invoice for \$17,150 on 10 January 1999. He stated that after the builder had finished gyprocking the walls, Goltz Electrical returned to install the part of the air-conditioning units inside the rooms.
- 12 In his further statement Mr Korte said that it was not part of the contract between the applicant and the builder that the builder would install the air-conditioning units.
- 13 Mr Korte stated that he believed that Goltz Electrical drilled the holes through the wall and did all building work necessary to ensure the air-conditioning units and compressors were installed in the motel. He intended that they would do the drilling through the timber walls, or the rock block outside walls, because they were the ones who knew where the air-conditioning units were to go.
- 14 Mr Goltz stated that he held Licence 51995 from the Electrical Licensing Board. He stated that he was not responsible for the installation of the electricity outlets in the motel rooms, nor for drilling the holes in the walls of the motel rooms so that the air-conditioners could be installed. He described the work that he did in respect of each  **split system**  air-conditioner as:
- (a) bolting a steel frame to the external wall of the motel room;
  - (b) inserting the outdoor unit into the steel frame;
  - (c) screwing the indoor unit to the internal wall of each motel room;
  - (d) fitting a pipe through the pre-drilled hole in the wall and connecting this pipe to the indoor and outdoor units; and
  - (e) connecting a drain pipe to the indoor unit to allow any accumulated moisture to drain away outside the room,  
all with a drill, screw driver and spanner.
- 15 Mr Korte denied that the only equipment used by Goltz Electrical was a drill, screw driver and spanner. He stated that he saw them come on-site and that they had a significant amount of equipment which they used.
- 16 Mr Goltz stated that he did not construct the steel frame that was bolted to the external wall of the motel rooms. He noted that the redesign involved an alteration to the pipe run, where it was found that the external unit was likely to protrude over the property line. He stated that this work involved bolting the external frame onto a different wall and laying additional pipe to reach the

new location. He stated that the drilling of the hole was arranged through the builder, or his foreman.

## Submissions

- 17 The authority submitted that the work performed by Goltz Electrical was “electrical work” within the definition of the [Electricity Act 1994](#), and consequently not “building work” as defined by the QBSA Act. It submitted that the installation of **← split system →** air-conditioning unit into each of the motel rooms was electrical work, because it related to the installation of an appliance operated by electricity within the meaning of [section 14](#) of the [Electricity Act 1994](#).
- 18 It further submitted that as Mr Goltz was a licensed electrical contractor, he was allowed, by the terms of his licence, to carry out minor building work or minor building services work incidental with the installation of the **← split system →** air-conditioning unit pursuant to [section 16\(3\)](#) of the [Electricity Act 1994](#). The authority submitted that although there was no definition of the terms “minor building work” or “minor building services work” in the [Electricity Act 1994](#), the definition of “building work” contained in the QBSA Act should be considered. It was submitted that if the work undertaken was within that definition, then the tribunal should consider whether the building work was minor and incidental to the electrical work, which the authority submitted it was.
- 19 The authority characterised the purpose of the work undertaken by Goltz Electrical as the installation of **← split system →** air-conditioning units. It submitted that the bolting of the frame to the external wall to hold the outdoor unit, the screwing of the internal units to the internal walls and the connection of the pipe and cable between the units was both minor and incidental to the main purpose of the work. The authority submitted this would so even if Mr Goltz drilled the holes through the walls, or constructed the steel frames, as was the evidence of Mr Korte.
- 20 For the applicant it was submitted that the installation of an air-conditioning system is “building work” and not “minor electrical work” excluded by regulation. It is submitted that the scope of the work must be judged by reference to the fact that 26 air-conditioning units were installed. It was submitted that the work carried out by Goltz Electrical was not minor or incidental to the main purpose, but was necessary to ensure that the air-conditioning units and compressors were appropriately installed. It is submitted that, as the problem related to the type of piping used with the air-conditioning units, and as the choice of piping is not electrical work, nor a minor aspect of the work, that a direction should issue. It is submitted that as the rectification work includes the removal of the defective and/or inappropriate pipes and replacement of new piping to prevent flooding to the motel rooms, the work properly comes within the definition of “building work”.
- 21 It was submitted that the evidence of Mr Goltz, that he simply connected the pipes to the air-conditioning units, defied credibility, in that it was he who knew where the units were to go and he who had total control over installation of the units, compresses and pipes.

## Ruling

- 22 Plainly there is a dispute in respect of who drilled the holes. Mr Goltz states that he did not. Mr Korte does not say that he saw him drill the holes, merely that pursuant to his contract he was required to drill the holes. There is no evidence from the builder about who drilled the holes. I do not think it matters who is to be believed as even if Goltz Electrical did the work Mr Korte

claimed it did my conclusion would not differ.

23 “Electrical work” under the [Electricity Act 1994](#) has clearly been excluded from the definition of “building work” pursuant to the QBSA Act by Regulation 3A of the *Queensland Building Services Authority Regulation 1992*. In my view, the work undertaken by Goltz Electrical, even if it included the installation of the pipe and manufacture and installation of the frames, falls within the definition of [section 16](#) of the [Electricity Act 1994](#) as being work of installing an electrical article operated by electricity. The vast majority of the work undertaken by Goltz Electrical was, without a doubt, electrical work. In my view the ancillary work of attaching to the walls the frames upon which the air-conditioning units sat (or indeed manufacturing them), whether internal or external, and the connection of pipe and cable was clearly incidental to the installation of the air-conditioning units.

24 I do not think it significant that Goltz Electrical installed 26 air-conditioning units as, in respect of each unit installed, the ancillary incidental work was of the same character.

25 The decision of the authority not to issue a Direction to Rectify against Goltz Electrical will be confirmed.

.....  
***MS J McVEIGH – MEMBER***  
**QUEENSLAND BUILDING TRIBUNAL**

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**15 April 2009**

**Electricians exceeding scope of works:**

**The following 2 incidents relate to commercial works;**

**Incident One:**

"..the infamous nursing home , Blue care , 160 Sibley rd Wynnum . The lady involved was Vera Tacey and I was dealing with her son in law, Blair 3207 2227 "

Allegations made by one of our members (Joe) as follows;

Blue Care Wynnum relates to building works where the builder conferred with electricians instead of refrigeration technicians regarding Air Conditioning.

Joe from JP Refrigeration, Capalaba was asked to quote on an air conditioning unit for one of the rooms, it turned out that all the rooms had been pre-piped for 7kw units but only needed 2.6kw.

The resident when using the air conditioner will most likely experience headaches as the oversized unit will extract moisture from the body when there is no more left in the room.

The air conditioning is in effect a humidifier which most consumers don't realise.

The unit was supplied free to the resident as a result, oversizing and undersizing is not an uncommon problem with non trade qualified people in the industry.

The contact names and numbers previously supplied are the consumers involved.

Joe can be contacted on 0439 375 641

**Incident Two:**

Government works where electricians were removed by the site supervisor after poor workmanship on the installation of a number of Air Conditioners.

Matthew Coates and Grant Limburg reviewed the works and it was clear the electricians did not know what they were doing.

Matt estimated approximately \$85, 000 to repair and complete the works left by the electricians.

The project was on Ipswich Road at Goodna, Ipswich motorway Upgrade, Dinmore to Goodna, a State Government building project.