

**master
plumbers**
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ANNUAL REPORT 2021

ANNUAL REPORT 2021 /// MASTER PLUMBERS



Plumbing is our industry, and Master Plumbers is our advocate, and I'm always keen to support them where I can. The member benefits are really good but the best thing about Master Plumbers is the specialist advice– I always find it is the best place to get advice about anything relating to the industry.

Master Plumbers member

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01

Introduction from the President and Chief Executive

Unprecedented. Challenging. Uncertain. The past year has been many things. But above all, it has been a test of resilience. A year where our industry and our Association not only met the standard, but set the standard. What you did not see in the daily case numbers or shutdown announcements was the result of an industry-wide offensive to keep construction safe and open. Never has the collective role of our Association, our businesses and our people been more critical in keeping the lights on, our sites safe and the economy moving forward. Through advocacy, development of leading COVIDsafe protocols and strict adherence on work sites, plumbing and construction remained largely open for business. It is a privileged position that we are now better prepared than ever to protect. Master Plumbers is proud of the role we have played for, and on behalf of, our members and we move forward together as an industry running stronger, smarter and future ready.

Setting the standard

Master Plumbers exists to protect the interests and welfare of our members. Throughout the year, Master Plumbers has been extremely active supporting and advising members during a very difficult period, while strongly advocating and representing not only their interests but those of the industry as a whole to government.

Master Plumbers has been a key voice at the table throughout the pandemic, ensuring from the outset that governments understood the critical role of plumbing in maintaining public health. The Association's advocacy in the early stages was crucial to ensuring the COVID crisis did not parlay into a broader health crisis or associated catastrophe.

Over the last year, Master Plumbers has actively contributed to the development of a longer term "COVID normal" strategy working together with employer, employee and industry associations. United, we took a leadership role in the development and deployment of COVID-19 Guidelines for the building, construction and development industry. These guidelines set the bar for worksite and workplace COVID protocols and have been instrumental in keeping us open and operating safely. They have been endorsed by the Building Industry Consultative Council and are regularly updated to reflect changes resulting from government announcements, Health Directions from the Victorian Chief Health Officer and industry best practice. Master Plumbers continues to support our members in meeting these evolving standards through tailored information, tools and advisory services. We also continue to work closely with key stakeholders and government to identify innovative ways to keep our industry operating safely as we move towards a COVID-normal.



Long-time member John Tuck spoke with Australian Plumbing magazine about his career in plumbing

New levels of communication

Over the last year, Master Plumbers communication channels have operated around the clock, delivering information and advice to members in more ways than ever before. COVID set a new standard in terms of the sheer volume of information that needed to be exchanged. Clear, relevant and timely information was critical in helping our members keep their doors open and operating in a COVIDsafe way.

Providing expert input to and staying on top of the often-changing directives from government – from onsite rules, to the status of apprentice training, right through to the eligibility requirements and scope of various government assistance packages and programs – was a challenging, yet crucial role for the Association. Master Plumbers influenced policies, monitored announcements, consulted with key decision makers and then contextualised the guidance for our members, making it available in real time. With a large proportion of our 1,000 members being sole traders and small businesses, these updates spared them from having to decipher everything themselves and focus instead on serving their customers and keeping their business afloat.

The increase in engagement in 2021 is reflected in the year-on-year comparison with 2020. Visits to the Master Plumbers' website plumber.com.au increased by approximately 50 per cent. Master Plumbers sent more than 158,000 emails to members this year, an increase of 46 per cent on the year before. Our social media audience has grown by 1,500 followers and

digital consumption of our magazine, Australian Plumbing doubled. For those who valued traditional print, almost 100,000 copies of Australian Plumbing magazine delivered news directly to our members' homes and businesses across the year.

We know our members' time is valuable and that they are often on site or too busy to read all their emails. Over the last year, Master Plumbers implemented an online text-based platform, through our corporate partner Podium. The streamlined service allows members to engage with us where they are, when it suits them and to receive the information, services or support they need via a simple SMS conversation. With over 300 messages received in the first three months of operation and over 1,000 responses to feedback surveys sent via Podium, Master Plumbers looks forward to exploring how new technologies can further enhance our omni-channel communications strategy designed to make it easier for members to interact with their Association.

The value of membership

Master Plumbers supports the success of our members by shaping and delivering benefits that are meaningful and relevant to the ever-changing world they operate in. Never has this support been more valued than in the past year with unprecedented growth in membership to 1,000 member organisations by 30 June 2021, collectively representing over 6,500 plumbing professionals across Victoria.



Master Plumbers received a generous donation from corporate partner Milwaukee to help with our training



Behind the scenes whilst filming a new gas servicing video with Master Plumbers Director Michael Tomlinson

Building on 130 years of history, Master Plumbers has undertaken a measured expansion over recent years, strategically investing in capability, infrastructure and technology. When the pandemic struck, Master Plumbers was able to respond and provide uninterrupted support to our members. Whether in lockdown or not, we ensured that members could conveniently access the tailored information and advisory services they needed at a time when their calls to other organisations were simply not being answered. Master Plumbers in-house team of experts answered over 4,000 phone calls last year from members seeking assistance - a doubling in volumes from last year. Our online COVID hub received over 14,800 visitors looking for the latest updates, templates and tools to navigate the pandemic and the new Master Plumbers web-chat function made it even easier for members to engage with us via SMS.

Master Plumbers introduced a new member portal in early 2021, driven by a new Customer Relationship Management (CRM) platform that made it easier for members to self-serve as well as access their benefits, engage with the Association and each other. The new platform was designed to enhance the user experience and enable Master Plumbers to rapidly respond to changing business and member needs.

Members continued to master the art of Zoom, with over 3000 people taking advantage of the wide range of on-line events, meetings and webinars available throughout the year. With a membership spanning the entire state, the virtual option has made it possible for more members to join us. While we look forward to more face-to-face events in the coming year, the virtual option is now a regular feature on the calendar.

For many businesses, having a strong digital presence in the market has never been more important. In response, Master Plumbers launched a series of webinars, resources and advisory services to help members boost their online presence and stand out to customers and search engines alike. Members also accessed discounted services through Master Plumbers partners to help shape their digital marketing strategies and harness the power of online reviews.

To highlight our members professionalism in the increasingly crowded marketplace, Master Plumbers continued online and radio advertising campaigns across both regional Victoria and metropolitan Melbourne throughout the year. Designed to encourage consumers to always look for a Master Plumber, the ads were designed to drive traffic to Find-a-Plumber, our on-demand platform that lists members only. In the past 12 months, over 3,800 leads have been generated through the platform at plumber.com.au.

Members also saved hundreds of thousands of dollars on the costs associated with running their business in 2020 by taking advantage of free access to Australian Standards and a host of discounts on everything including vehicle purchases, fuel, labour hire and training. Collectively, members saved over \$500,000 in vehicle purchases alone in the past year.

While much attention has been, and will continue to be, placed on financial and business continuity support throughout the pandemic, Master Plumbers remained committed to supporting health and wellbeing across the industry. Over the past year, it was all hands on deck with the Master Plumbers' team and our National Council calling every member to check in on their welfare, ask them what support they needed and explain what help was available

to them. Hundreds of members also accessed Master Plumbers' webinars, podcasts and resources designed to raise awareness of the issues, promote health-seeking behaviour and encourage us all to look out for each other.

There was also a heightened focus on workplace safety, with a significant increase in demand for information on how to keep sites and employees safe. To support our members' businesses on-site, Master Plumbers developed tailored pro forma documentation such as information kits, on-site signage and templates. Master Plumbers provided audit support and on site COVID safety check lists and developed tailored Safe Work method Statements to help members maintain COVIDsafe workplaces. More broadly, our OHS offering to members has continued to grow in Victoria and Queensland, with increasing uptake of our safety systems tailored to their business and our on the ground advice and consultancy offering.

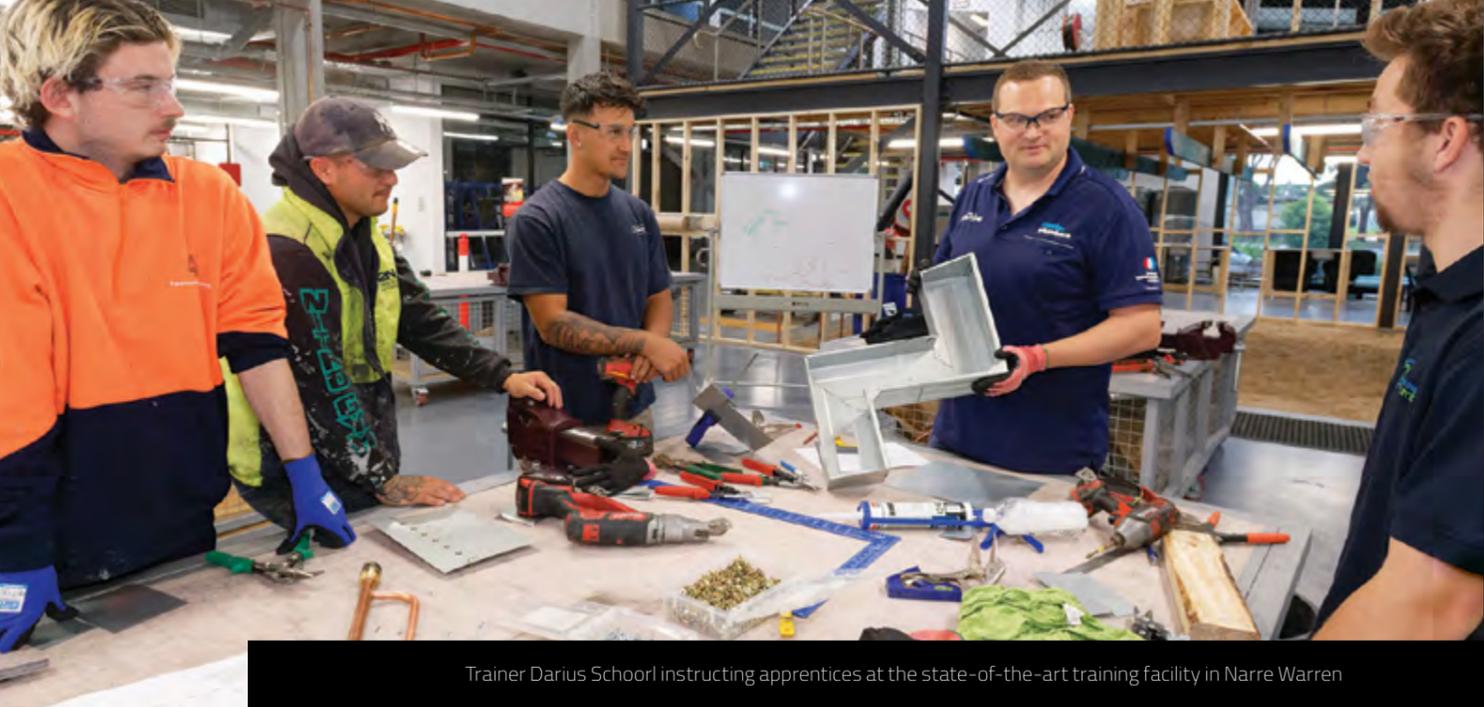
Over the past year, there has been a significant amount of activity in the area of employment law. During that time there has been a concentrated focus on COVID19 and the impact that it has had (and continues to have) on the operations of plumbing businesses. The Fair Work Commission (Commission) also concluded the four-year review of the Plumbing and Fire Sprinklers Award 2010, through the creation of the Plumbing and Fire Sprinklers Award 2020 (PFS Award). Master Plumbers, on behalf of plumbing contractors across Australia successfully applied to the Commission to vary the PFS Award to insert Schedule X - Additional Measures During the COVID19 Pandemic. The changes provide greater flexibility by opening up leave options for employees required to isolate following potential exposure to COVID.

A louder voice

The past year has been testament to the power of our industry's collective voice. Master Plumbers remained committed to protecting our members' interests through robust and uncompromising advocacy - not just on the issues that plague our industry today, but those that threaten our long-term future. And we did not do it alone. Together with our members, dedicated National Council working groups and key stakeholders like PICAC, we broadened our engagement, deepened our understanding of the issues and strengthened our voice. We represented our members on over 100 steering committees, provided formal submissions to over 70 enquiries and engaged in thought leadership through discussion papers and industry forums. In the year ahead, we will release our policy manifesto outlining the most significant issues affecting our industry, where we need to be and how we can get there.

The release of the Residential Tenancies Regulations in January this year, specifically the requirement for mandating a 'Gas Safety Checks' in rental properties, has highlighted the need for greater regulatory oversight in the gas servicing sector and the need for Victoria to adopt the Gas Servicing Standard (AS4575). Master Plumbers advocacy was key to bringing us one step closer to adoption, with the Government committing to a Regulatory Impact phase.

There are few issues as critical to our industry as the ability for licensed plumbers to access affordable and appropriate insurance. Master Plumbers has conducted extensive research in this area, culminating in a Discussion Paper earlier this year. The paper points to a looming crisis whereby



Trainer Darius Schooli instructing apprentices at the state-of-the-art training facility in Narre Warren



Victorian Big Build Ambassadors Michaela Healy and Charlie Zhu with PAV GM Natalie Reynolds



Scan the QR code to read about the Big Build Scheme

plumbing insurance is likely to become harder to obtain and more expensive for members at their next renewal. Member surveys have helped to highlight these challenges and Master Plumbers continues to lobby the Government and regulators for the improvements needed.

Looking to the future, the plumbing and gas fitting industry has the exciting opportunity to lead the charge towards a nation-wide push towards green hydrogen. Master Plumbers has been anticipating the shift towards hydrogen for some time, outlining the issues and opportunities in a joint Discussion Paper released with MPANZ (Master Plumbers Australia and New Zealand). Through our close partnership with the Plumbing Industry Climate Action Centre (PICAC), which is establishing a \$20 million Hydrogen Centre of Excellence in Queensland, and our national and state advocacy, Master Plumbers will ensure that all options, including natural gas, are considered as part of a sustainable and affordable future energy mix.

Training for our future

Training is a critical and inseparable part of Master Plumbers value to our members and the role we play in supporting the future of our industry. Together with industry partners, Master Plumbers owns and operates world-class specialist plumbing training facilities. Across four state-of-the-art sites in Victoria and Queensland, Master Plumbers training in jointly-owned PICAC campuses is delivering high end training in key emerging sectors like hydrogen energy, water recycling and solar energy integration.

Amidst the uncertainty of the past year, Master Plumbers focussed on safeguarding the future

plumbing workforce, managing to keep training apprentices throughout, with only short disruptions during the peak of the crisis. The entire training and administration staff of Master Plumbers RTO and support staff from PICAC have worked incredibly hard to facilitate continuity in the high level of education and training provision that the industry has come to know and expect from Master Plumbers.

A combination of online and face-to-face classes were required to deliver a variety of apprenticeship and post trade training during 2020/21. More than 87,300 hours of training were delivered to the 220 plumbing apprentices enrolled in the Certificate III in Plumbing across the Brunswick and Narre Warren campuses. The coming year will see Master Plumbers deliver more training in the areas of Type A appliance servicing, Backflow, TMV and the Restricted Electrical License programs with the enhancement of training facilities across all campuses.

Continuing Professional Development

Master Plumbers continues our commitment to lifelong learning and future-proofing our industry through our Continuing Professional Development (CPD) program. CPD is the recognition of ongoing learning and training. Master Plumbers CPD program surpassed 2,500 participants this year, driven by an ever-increasing suite of learning opportunities. A new CPD portal and online course directory launched earlier this year now offers participants a one-stop-shop where they can search for courses by date, location, category and login directly to their portal to record their CPD activity and manage their accounts.

Master Plumbers continues to actively engage with the Victorian Government investigation into a mandatory CPD scheme for the industry and we are actively shaping a Regulatory Impact Statement expected for release later this year.

Plumbing Apprenticeships Victoria

Plumbing Apprenticeships Victoria (PAV), our Group Training Scheme is focused on providing high quality apprentices to industry at a competitive rate.

During the year, the team built on the strong relationships with our host employers to help them put COVID safe plans in place, comply with rapidly evolving restrictions and access all available subsidies and support. Our group training apprentices have been kept in work wherever possible and the team at PAV worked hard to support their mental health and wellbeing with regular check ins, additional resources and training throughout.

Master Plumbers has long been committed to working with apprentices and employers to provide quality, mutually beneficial pathways and opportunities. In this regard, we are delighted that apprentices and plumbing businesses in Queensland have taken advantage of access to Master Plumbers Group Training in a new partnership with Master Plumbers Queensland. Plumbing Apprentices Queensland, PAQ continues to grow and provide a valuable service to MPAQ members and the south east Queensland community and many of these apprentices attend the world-class PICAC training campus in Beenleigh.

Big opportunities for the next generation of plumbers

In April this year, the Victorian Government launched a \$33 million Big Build Apprenticeships scheme, generating 1,500 job opportunities each year for four years for Victorian apprentices and trainees. Master Plumbers is very proud to announce that PAV is the preferred provider of plumbing apprentices under this scheme, creating incredible opportunities for our apprentices to work on large scale projects and to gain diverse experience and skills. Two of our very own apprentices, Michaela Healy and Charlie Zhu were appointed as Apprenticeships Victoria ambassadors to help promote the program and encourage others to pursue a career in plumbing.

Master Plumbers is strongly committed to improving gender quality outcomes in our industry and over the past twelve months has been working with our National Council and key stakeholders to help attract, recruit and retain more women in the construction industry. While women still only account for two per cent of the workforce, Plumbing Apprenticeships Victoria (PAV) has begun to shift the dial with more than ten per cent of the apprenticeship workforce now represented by women. Over the coming year, Master Plumbers will launch a concerted campaign designed to simultaneously challenge stereotypes, attract more women into plumbing and support them throughout their career.

An enduring Association

Master Plumbers has always existed to support our members at their times of need. Over the past 130 years we have seen world wars, devastating bushfires and health pandemics and our members have been on the figurative and literal 'front lines' in response and recovery efforts. We have helped to support, coordinate, inform, train and advocate on behalf of members throughout our proud history and we have never been prouder of these efforts than in the last year.

Our advocacy to keep construction sites open and plumbers in business has been emphatic and heeded by governments, based on clear health evidence and world-best industry guidelines for safe operation. In the next year, we will continue to play the vital role of conduit between members, the broader plumbing industry and government to protect this privileged position, shape a new normal and ensure we take advantage of the incredible opportunities ahead.

We are pleased to report that member equity increased by almost \$450,000 in the 2020-21 financial year to \$19.1 million. The Association returned a healthy operational profit of just under \$450,000 for the year.

Master Plumbers continued its strong focus on monitoring cash flow, closely watching costs and strategically investing in growth opportunities and productivity improvements.

Over the next year, your Association will continue a measured expansion of the infrastructure, technology and capability needed to secure our future and lead a strong, respected and sustainable plumbing industry. In line with our strategic plan, we will expand our online, mobile and in-house training offerings and expand our CPD programs to support the emerging training and development needs of the industry. As we head into an election year, we will launch a concerted campaign to influence national and state policy makers on the issues of greatest significance to our industry. We will deliver more bespoke benefits, services and resources to support members across every

stage of the business lifecycle from startup to retirement. PAV and PAQ will continue to expand and support the development and diversity of our next generation of plumbers and we will help shift the dial on gender equity in the industry.

To our members, we would like to thank you for the incredible strength and resilience you have shown over the past year. We welcome our new members and thank existing members for their continued loyalty. To our colleagues who volunteer on our Executive Board and National Council, we thank you for your custodianship of the Association on behalf of its members.

The past year has forced us to change at a scale and pace that we have never experienced before and our industry has mostly emerged stronger, more resilient and agile. Master Plumbers will continue to be there for our members well into the future - grounded by the strength of a 130-year history and a secure, enduring and future ready organisation.



Scott Dowsett
President



Peter Daly
CEO & Secretary



02

Strategic Plan

The Master Plumbers 2021-2025 Strategic Plan is designed to ensure our Association continues to support the success of our members and our industry well into the future.

The plan's strategic pillars are centred around an unwavering commitment to delivering member value and positioning the Association as a leader in teaching and learning, industry advocacy and development and national collaboration. This year has been testament to the power of collaboration

and the plan seeks to strengthen our partnerships and shape a secure, enduring and future-ready organisation.

Each of these pillars has a number of strategic actions which we will roll out over the five year period and will form the priorities for where we focus our efforts in leading a strong, respected and sustainable plumbing industry.



03

Growth and membership

Master Plumbers recorded unprecedented growth in membership last year, reaching 1,000 members by 30 June 2021, collectively representing over 6,500 plumbing professionals across Victoria.

From advocacy, to expert advice, services and resources to help you stay safe, compliant and ahead of the competition, Master Plumbers exists to support the success of our members' businesses and the plumbing industry.

In response to the rapidly changing environment of the past year, the team at Master Plumbers worked around the clock to deliver tailored advice and information in real time to our members via more channels than ever before. A suite of new digital platforms and channels have also made it easier for members to manage their membership, access their benefits and engage with us. Master Plumbers implemented a new membership database and enhanced member portal that are unlocking more ways than ever for us to understand and deliver what members want.

Master Plumbers has played a critical advocacy role during the past year and members too, have played their part through active participation in policy discussions, technical meetings and online surveys.

New benefits

New member portal: Master Plumbers introduced a new member portal in early 2021, driven by a new system that made it easier for members to self-serve as well as access their benefits, engage with the Association and each other.

New CPD library: A new CPD portal and online course library launched earlier this year now offers participants a one-stop-shop where they can search for courses by date, location, category and login directly to their portal to record their CPD activity and manage their accounts.

Web-chat function: Master Plumbers, working with our partner Podium, launched a new 'chat bot' on our website to enable members to engage with our experts via SMS.

Digital marketing support: Master Plumbers launched a series of webinars, resources and advisory services to help members boost their online presence and stand out to customers and search engines alike. Members also accessed discounted services through Master Plumbers partners to help shape their digital marketing strategies and harness the power of online reviews.

Next-gen leadership: Master Plumbers launched a new campaign to encourage members to play a more active role in the Association through involvement in specialist committees, divisional meetings and National Council.

Mental health and wellbeing: Hundreds of members accessed a dedicated series of Master Plumbers and Incolink sponsored webinars, podcasts and resources to support mental health and wellbeing during the pandemic.

COVID Care packages: Long time corporate partner, Caroma distributed COVID Care packages across our entire member base. The Care packages included free, unlimited access to the Caroma online training platform, \$50,000 in gift cards and EAP counselling packages.

COVID-19 Portal and business toolkit: Members can stay up to date with the latest COVID news and advice, tailored to the plumbing industry. The portal includes a business toolkit with templates, SWMS and webinars to help members stay COVID-safe and compliant.

Safety system bundles: Master Plumbers Work Health Safety Management System (WHSMS) provides a complete framework of policies and procedures to help members stay compliant. A new partnership with TradeTrak allows customers to bundle the two products and access their Master Plumber safety systems directly via their digital TradeTrak platform.

Membership Breakdown

Life Members	9
CATEGORY A: Sole Trader	44
CATEGORY B: 2 Operatives	358
CATEGORY C: 3-5 Operatives	293
CATEGORY D: 6-10 Operatives	130
CATEGORY E: 11-25 Operatives	70
CATEGORY F: 26+ Operatives	25
CATEGORY I: Individuals	21
CATEGORY M: Commercial Supporters	41
CATEGORY K: Industry Partners	9
TOTAL members	1,000

1,000 Members

Representing approximately 6,500 Plumbing professionals

Members downloaded

3,489

Australian plumbing standards online

Members purchased

1.4 million

litres in fuel through our corporate partnership with Ampol.

Members saved more than

\$500,000

in fleet purchases with Toyota

Members saved more than

\$70,000

by completing plumbing training with Master Plumbers

Master Plumbers' experts conducted more than

4,000

1 to 1 conversations to members by phone and email for OHS, IR and technical advice

More than

2,000

gasfitters attended the 2021 Gas Heater Safety webinar series

04

Representing member interests

Master Plumbers' role as the voice of its burgeoning membership base has never been as important and as respected. The Association has grown to represent in excess of 6,500 plumbing professionals across 1,000 businesses. In partnership with unions and industry Associations Master Plumbers has formed a formidable alliance to engage with government across a range of challenges that have presented over the year.

The COVID-19 Pandemic

The Building and Construction Industry COVID-19 Guidelines reached its fourteenth iteration and continued to form the basis of the industry's plans to protect the community, ensure the safety of all people on site and position the industry as a low-risk environment to continue operation at all cost.

Master Plumbers continued its active leadership role in representing the industry to government and the government to industry and was successful in a combined effort to ensure that financial assistance packages provided by government included sole traders and small businesses. Master Plumbers will continue to work with key government and industry stakeholders as we shape our new COVID-normal.

Residential Tenancies Regulations

Whilst COVID-19 has dominated our advocacy activity over the last 12 months, we have not lost sight of those technical matters that continue to impact our industry. The release of the Residential Tenancies Regulations in January this year, specifically the requirement for mandating a 'Gas Safety Check,' which includes servicing of all gas appliances in rental properties, has highlighted both the necessity

for adoption of a Gas Servicing Standard (AS4575) in Victoria and the need for increased regulatory oversight in the gas servicing sector.

Master Plumbers advocacy was key to bringing the adoption of this Standard in Victoria to its status of a Regulatory Impact phase and we continue to support a well-regulated gas sector for all Victorian consumers. This was against a background of 'de-carbonising of our gas industry'. As we look to a future lowering of greenhouse gas emissions, governments at all levels are seeking less reliance on our current use of natural gas, which for Victoria has been the mainstay of our energy production for over 50 years in both electrical production and for direct combustion for both domestic and commercial use.

While the aim is laudable, it is unrealistic without recognising the current inability of other energy sources to take the critical role natural gas plays in our energy mix.

Looking to a green future with Hydrogen

Master Plumbers recognises the challenges facing the industry into the future and strongly supports alternatives that increased use of Bio-gas and a future hydrogen gas-based industry will bring. We have been active participants in a number of projects looking at both developing training and standards of work that would be required to facilitate the process of blending hydrogen into our existing gas infrastructure and how a 100 per cent hydrogen gas driven sector would roll out.



Master Plumbers' Chief Technical Adviser Gary Bath speaking with 9 News on the importance of servicing gas appliances.

Complex Plumbing

Master Plumbers has long advocated the need for better regulation of the complex plumbing sector and the good news is that we are finally seeing some progress in Victoria. The Department of Environment, Land, Water and Planning (DELWP) set up a complex plumbing subcommittee of the Plumbing Advisory Council with representatives from industry, regulators and government. This group is addressing issues related to design, installation, sign-off and inspection of complex plumbing infrastructure. There has been substantial progress and we await the release of DELWP's report that we expect must address the many concerns we have had for compliance in this part of the industry.

Automatic Mutual Recognition of Occupational Licensing

The release of the Federal Treasurer's plans for automatic mutual recognition for occupational licencing has now been accepted by the Victorian Parliament. We are supportive of greater consistency across Australia but we do not wish to see any outcome that reduces consumer protection or the existing qualifications and experience requirements of plumbers in Victoria. We are working closely with DELWP to clearly communicate any concerns we have for regulatory oversight for our industry and successfully obtained a pause on implementation of legislation in plumbing while the mapping of interstate competencies is completed and considered.

Self-Certification

One of the unique aspects of the plumbing industry in Victoria has been our self-certification regime which has been in place for over 35 years. Master Plumbers has recognised that there are a number of factors required to maintain this which include: consistent auditing of each licence holder's work to ensure their ability to hold a licence; a training system capable of updating as the industry progresses; and an insurance sector that provides adequate and affordable cover for plumbers.

We have strongly represented what we see as shortcomings and needed improvements to Victorian regulators.

Insurance

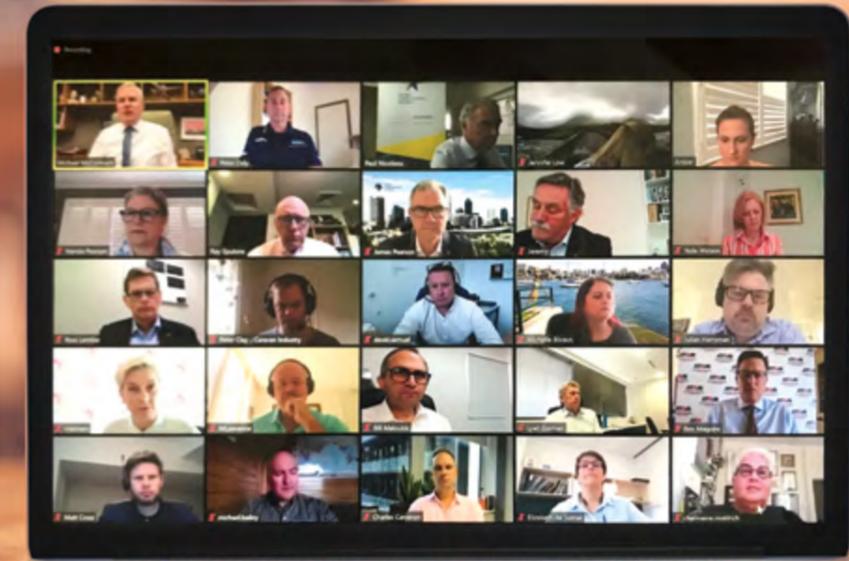
Master Plumbers heard members pain about the cost of insurance increases annually and has advocated the need for a review of the existing Ministerial Orders which describe the minimum requirements of the mandated plumbing insurance, along with a need to resolve inconsistencies around the 10 year cover required by the Building Act and the existing Plumbing regulations requirements of six years, along with specific advice for what insurance cover should be maintained by those who wish to cease work within the industry. As a key component of our self-certifying regime, without which our current system would cease to exist, Master Plumbers is committed to working with the plumbing and insurance industry stakeholders and government towards a sustainable solution to these issues.

Plumbing Industry Insurance Issues and Opportunities



Scan the QR code to download this Paper

The Plumbing Industry Insurance Discussion Paper highlights a critical issues for our industry



Offices may have been closed for part of the year, but Zoom made it easier than ever to keep in touch with stakeholders

Master Plumbers also made the following formal submissions across a wide range of studies, inquiries and reports which impact our industry.

- National Plan to Transition Australia's National COVID-19 Response
- Victorian Climate Change Adaptation Action Plans: Built Environment; Water Cycle; and Education & Training Draft Plans
- Victorian Embedded Networks Review
- Plumbing and Fire Sprinklers Award variation
- A Hydrogen Guarantee of Origin Scheme for Australia review
- Australian Bureau of Statistics Review of ANZSCO Classifications
- Dept Education and Training Review of VET Delivered to Secondary Students
- Fire Protection Licensing Framework 2021
- Victoria's Gas Substitution Roadmap
- FPAA101-D Fire and Water Supply Safety
- National Construction Code 2022 Review
- Industrial Relations Victoria Building Gender Equality Policy review
- Australian Building Codes Board National Registration Framework for Building Practitioners
- Australian Building Codes Board Course Development Group Review
- Residential Tenancies Act 2021
- Australian Building Codes Board Mandatory Continuing Professional Development Scheme Discussion Paper
- Automatic Mutual Recognition Bill 2020 (Cwlth)
- Mutual Recognition Amendment Bill 2021 (Vic)
- Building Amendment (Registration and Other Matters) Bill 2020 (aka trades occupational licensing)
- Framework for Reform – modernising Victoria's building industry (aka Cronin Review)
- VBA Corporate Strategy Review
- Australian Building Codes Board Discussion paper: Building Manuals
- Mandating Minimum Standards for Gas Appliance Servicing review
- Phase Out of Open Flued Gas Space Heaters Regulatory Impact Statement
- Mandating Adoption of AS4575 Gas Appliance Servicing review
- Consumer Affairs Victoria Residential Tenancies Regulations 2021
- Complex Plumbing Discussion Paper - DELWP Review
- Skills Shortages in the Construction Industry Review
- Australian Industry Skills Committee Digital Transformation in the Construction Industry Review
- National Skills Commission JobTrainer Priority Skills Review
- Department of Environment, Land, Water and Planning Prefabricated Plumbing Review
- Department of Education Skills for Victoria's Economy (aka Macklin Inquiry)
- Attorney General Department Omnibus Industrial Relations Review (Cwlth)
- Workplace Injury Rehabilitation and Compensation Amendment (Arbitration) Bill 2021 (Vic)
- Industrial Relations Legislation Amendment Bill 2021 (Vic)
- Sham Contracting and Visa Compliance Code of Conduct (Vic)
- Victorian Government Review of the Child Employment Act 2003
- Senate Select Committee on Job Security (Cwlth)
- Workplace Injury Rehabilitation and Compensation Amendment (Provisional Payments) Bill 2020 (Vic)
- Spent Convictions Bill 2020 (Vic)
- Department of Environment, Land, Water and Planning Building System Review Evidence Improvement Project review
- Justice Legislation Amendment (Supporting Victims and Other Matters) Bill 2020 (Vic)
- Covid-19 Omnibus (Emergency Measures) and Other Acts Amendment Bill 2020 (Vic)
- National Framework for Recognition of Occupational Licenses (Cwlth)
- Department of Education, Skills and Employment Vocational Education & Training Reform Discussion Paper (Cwlth)
- Privacy Act 1988 Review (Cwlth)
- Joint Standing Committee on Migration Interim Report on the Inquiry into Australia's Skilled Migration Program (Cwlth)
- COAG Mental Health and Organisational Disruption Review (Cwlth)
- Department of Home Affairs' Planning of the Permanent Migration 2021-22 Program (Cwlth)
- Productivity Commission National Agreement on Skills and Workforce Development (Cwlth)
- Higher Education Support Amendment (Job Ready Graduates and Supporting Regional and Remote Students) Bill 2020 (Cwlth)
- Independent Review of the Water Efficiency Labelling and Standards (WELS) Scheme
- Australian Building Codes Board Draft Auditing and Compliance Publication Framework
- Australian Building Codes Board Consultation RIS for the Proposal to Include Minimum Accessibility Standards for Housing in the National Construction Code
- Australian Building Codes Board Consultation on Building Design Acceptance
- Australian Building Codes Board Consultation on Definition for Building Complexity
- Australian Building Codes Board WMTS:530 Water meters with integral shut off valve

- Australian Building Codes Board WMTS-040:2020 Concerning Waste Pipe, Connections Outlets and Gratings
- Standards Australia Proposed Addition of 5 Star Rating for High and Low Pressure Showers
- Australian Building Codes Board Reporting on the Auditing of Commercial Buildings
- Australian Building Codes Board Technical Specification, WMTS-528 Plate Heat Exchangers
- Australian Building Codes Board Technical Specification for the WaterMark Certification Scheme WMTS-040
- Australian Government Asbestos Safety and Eradication Agency Draft Asbestos-Cement Water and Sewer Pipe Management Guidelines
- DR AS/NZS 2845.1:2021 Water supply - Backflow prevention devices, Part 1: Materials, design and performance requirements
- Standards Australia ANZS 3500, Plumbing and Drainage: Parts 0 Glossary of Terms; Part 1 Water Services; Part 2 Sanitary, Plumbing & Drainage; Part 3 Stormwater Drainage; & Part 4 Heated Water Services
- WaterMark Technical Requirements for Certification - Emergency Shower, Eyewash and Eye/Face Wash Equipment
- AS 4795.1-2011 Amendment 1 - Butterfly valves for waterworks purposes
- AS 2030.2 - The verification, filling, inspection, testing and maintenance of cylinders for the storage and transport of compressed gases, Part 2:Cylinders for dissolved acetylene
- AS 4198 - Precast concrete access chambers for sewerage applications
- WMTS-522 Fixture and floor wastes-supplementary protection devices
- WMTS-101 Appliances (low hazard rating)
- AS 2118.2 - Automatic fire sprinkler systems, Part 2: Drencher systems
- AS/NZS5601.1 Gas Installation General
- AS/NZS5601.2 Gas Installations LP Gas (LPG) installations in Caravans and Boats for non-propulsive purposes.

Master Plumbers' advocacy on these submissions was reinforced through personal contact with Ministers, their advisors and Members of Parliament over the course of the year, both in Spring Street and Canberra. We worked with our key industry stakeholders such as the Victorian Building Authority and Energy Safe Victoria to build stronger relationships and ensure they sought and clearly understood our position on a range of issues.

Master Plumbers actively participated in a large number of formal government and industry boards, committees and advisory groups to represent the interests of members and the broader plumbing industry. The most significant of these include:

- Apprentice Employment Network GTO Management Steering Committee
- Artibus (Plumbing training package)
- Asbestos Safety Eradication Agency Committee
- Australian Chamber of Commerce and Industry (various committees)
- Building Industry Consultative Council
- Building Industry Group 1
- Bushfire Recovery Victoria Industry Advisory Group
- Chase and Tyler Foundation
- ColInvest (Board)
- Department of Education and Training (various working groups)
- Department of Environment, Water, Land and Planning (various working groups)
- Energy Safe Victoria (various working groups)
- Fair Work (various working groups)
- Foundation for Safety Victoria (Construction Guidance Committee + Industry Steering Group)
- Incolink (Board + Audit and Risk Committee + Alcohol & Drugs Committee)
- Indigenous Plumbing and Sanitation Foundation
- Industry Reference Committee - Construction, Plumbing and Services training package
- Industry Workforce Development Group
- Master Plumbers Australia and New Zealand (Board)
- PICAC (Board + Audit & Risk Committee)
- Plumbers and Regulators Committee
- Plumbing Advisory Council
- Plumbing Codes Committee
- Plumbing Joint Training Fund (Board)
- Plumbing Products Industry Group
- Standards Australia (standards development committees)
- Victorian Building Authority (various working groups)
- Victorian Skills Commission Construction Advisory Group
- Worksafe (various working groups)

THANK YOU TO ALL OF OUR 2020/21 MEMBERS

MEMBERS HIGHLIGHTED IN BLUE ACHIEVED MEMBERSHIP MILESTONES DURING 2021. **WE APPRECIATE YOUR CONTINUED SUPPORT.**

1 BREADCRUMB PTY LTD | 21 CELSIUS | A & C PLUMBING PTY LTD | A BETTA PLUMBING SERVICE PTY LTD | A FAVOROLO PLUMBING PTY LTD | A&B ALLEN PLUMBING A.S.A.P PLUMBING PTY LTD | AAD WALKER PLUMBING & MAINTENANCE | AARON PEARCE - PLUMBER | ABEY AUSTRALIA | ABOVE & BELOW PLUMBING | AC GOULDING ACR ROOFING PTY LTD | AD HAWLEY | ADAM CREAN PLUMBING PTY LTD | ADAMS PLUMBING SERVICES PTY LTD | ADAPT AIRCONDITIONING | ADES DINGLEY PLUMBING PTY LTD | ADES DINGLEY VILLAGE PLUMBING P/L | ADH PLUMBING CONTRACTORS | AFL PLUMBING | APT PLUMBERS PTY LTD | AIR SYSTEMS ENGINEERING PTY LTD | AIRFOUR AIRCONDITIONING & CONTRACTING SERVICES | AIRFOUR AIRCONDITIONING & MECHANICAL SERVICES | AJ BATCHELOR & SON PTY LTD | AJM PLUMBING | AIR PLUMBING AK PIPEWORKS | ALABASTER PLUMBING PTY LTD | ALAN RAPSEY | ALBURY GASWORKS PTY LTD | ALL PIPE PLUMBING SERVICES PTY LTD | ALL PLUMB PLUMBING ALL SCALE PLUMBING & DRAINAGE PTY LTD | ALL SERVICES PLUMBING PTY LTD | ALL SORTED PLUMBING PTY LTD | ALL SYSTEMS VENTILATION PTY LTD | ALL TYPE PLUMBING VIC PTY LTD | ALL ABOUT PLUMBING PTY LTD | ALLCARE PLUMBING SERVICES PTY LTD | ALLPROOF INDUSTRIES PTY LTD | ALWAYS AIRCONDITIONING & PLUMBING | ALMIC PLUMBING & DRAINAGE PTY LTD | ALPHA AIR PTY LTD | ALPHA DRAINAGE, PLUMBING & EXCAVATION PTY LTD | AMACK PETROLEUM AND PLUMBING SERVICES | AMG AIR CONDITIONING & HEATING PTY LTD | ANBRO HEATING AND COOLING | ANDREW BRADY | ANDREW J ROBERTSON PLUMBING PTY LTD | **ANGUS EELLES PLUMBING 65 YEARS** | ANSTEE PLUMBING | APG SERVICES | APOLLO BAY GAS & ELECTRICAL APPLIED PLUMBING SOLUTIONS (VIC) PTY LTD | AQUA BLU PLUMBING PTY LTD | AQUA DOMAIN MELBOURNE | AQUATAP PLUMBING PTY LTD | AQUATIC MECHANICS ARGENT AUSTRALIA PTY LTD | AROFLO | AROUND THE CLOCK PLUMBING PTY LTD | AROUND TOWN PLUMBING | ARROW METAL ROOFING PTY LTD | ARTHUR ROBINSON PLUMBING ASCOT GROUP / REX PLUMBING | **ASHBURTON PLUMBING PTY LTD 20 YEARS** | ASPECT PLUMBING & ROOFING PTY LTD | ASTROID PLUMBING | **ATHERTON 130 YEARS** | ATHERTON ROOFING PTY LTD | ATLANTIC PLUMBING PTY LTD | ATLAS WEBSTER PTY LTD | AUSCOOL AIRCONDITIONING & MECHANICAL SERVICES PTY LTD | AUSPLUMB AUSTRALIAN CHILLERS & HVAC SOLUTIONS | AUSTRALIAN GAS NETWORKS | AUSTRALIAN HOT TAPS | AVGO PLUMBING | AWARD ONE PLUMBING PTY LTD | AXIS SERVICES VIC PTY LTD | AXT PLUMBING PTY LTD | AYRES PLUMBING PTY LTD | B & G AIRCONDITIONING (AUST) PTY LTD | B. R. WHYTE & SON PTY LTD | BACCHUS MARSH PLUMBING SERVICE | BACKFLOW PREVENT | BAILEY BROS PLUMBING PTY LTD | BAIRD PLUMBING SERVICES PTY LTD | BALLARAT HEALTH SERVICES | BANBOY BANJO FALSEMINEES PTY LTD | BANKS PTY LTD | BARBER PLUMBING | BARDEN-STEELDECK INDUSTRIES PTY LTD | BARNES PLUMBING | BARREL PLUMBING BATHROOM SUPERSTORE | BATSON PLUMBING SERVICES | BATTISTA PLUMBING & GAS FITTING PTY LTD | BAW BAW PLUMBING | BAY REGION PLUMBING PTY LTD | BAYTECH PLUMBING | BAYWEST PLUMBING PTY LTD | BE SAFE PLUMBING & ROOFING PTY LTD | BEACHSIDE PLUMBING SERVICES | BEATONS PLUMBING BEAUTONE PLUMBING & HEATING PTY LTD | BEEL PLUMBING PTY LTD | BELTA PLUMBING | BEN DIXON PLUMBING | BENNY'S GAS SERVICING & PLUMBING | BEOND PLUMBING BEST BET PLUMBING & METAL ROOFING | BEST WATER FILTERS | BETTA PLUMBING PTY LTD | BICKFORD PLUMBING PTY LTD | BILLI BISKON PLUMBING PTY LTD | BJ PLUMBING TRARALGON PTY LTD | BLAIN-AIR HEATING & AIRCONDITIONING PTY LTD | BLAZE CONTROL VIC PTY LTD | BLOGG BROS PLUMBING PTY LTD | BLUE PLUMBING BLUE RIBBON PLUMBING | BOILRETECH | BORTOLOTTO SERVICES | BOURKE PLUMBING SERVICES | BP GLOBAL BUSINESS SERVICES, AUSTRALIA AND NEW ZEALAND BPB PLUMBING | BPR PLUMBING PTY LTD | BRAD MASTERS PLUMBING | BRADLEY MCNAMARA | BRADROD BUILDING SERVICES | BRAD'S PLUMBING & GASFITTING PTY LTD | BRAESIDE PLUMBING | BRANDY CREEK PLUMBING PTY LTD | BRAVO PLUMBERS | BRENDAN HOPKINS | BRENEX PLUMBING & GASFITTING | BRIAR HILL PLUMBING SERVICES BROWNS PLUMBING CORRYONG | **BRUDENELL PLUMBING 65 YEARS** | BT PLUMBING PTY LTD | BULLSEYE PLUMBING PTY LTD | BUNDALONG AND DISTRICT PLUMBING SERVICES BURBAN PLUMBING AND GAS PTY LTD | BURKE HOLDING COMPANY PLUMBING CONTRACTORS | BURSTON'S PLUMBING & GASFITTING | BURY, RYAN JOHN | BUSHAVEN PLUMBING **BUTLER PLUMBING 25 YEARS** | C & S PLUMBING | C SIDE PLUMBING PTY LTD | C&L CLANCY INDUSTRIAL ROOFING | C. FULTON PTY LTD | CAIN PLUMBING AND EXCAVATIONS CALTEX | CAMBRIDGE PLUMBING PTY LTD | CAMBRO BOILERS PTY LTD | CAMPEYN GROUP | CAMR PLUMBING PTY LTD | CANNY PLUMBING PTY LTD | CAROMA CARSON PLUMBING & GASFITTING | CATHIC PTY LTD | CBH ROOFING | CBS PLUMBING | CBUS | CC GLOBAL PLUMBING PTY LTD | CC PLUMBING AND MAINTENANCE SERVICES PTY LTD | CDC PLUMBING & DRAINAGE | CHADOAK PLUMBING & DRAINAGE | CHALCOT HEATING & AIRCONDITIONING PTY LTD | CHAPMAN GROUP PTY LTD | CHAPMAN PLUMBING CHAPMAN PLUMBING & GAS | CHEAP N RELIABLE PLUMBING | CHENERY PLUMBING | CHOCOLATE MONEY LOANS PTY LTD | CHRISTOPHER & PIGDON PLUMBING & DRAINAGE CHUGG PLUMBING CONSULTANT | CITY EDGE PLUMBING | CITY WEST WATER | CLAREMONT PLUMBING | CLEM TECH PTY LTD | CLEVELAND PLUMBING PTY LTD | CLIFF PRAIN PLUMBING | CLOSE COMMERCIAL SERVICES PTY LTD | CLUB HOME RESPONSE PTY LTD | CODEX PLUMBING PTY LTD | COLBYCOOL | COLCLAN PTY LTD COLDFLOW MECHANICAL PTY LTD | **COLLINS MECHANICAL PTY LTD 20 YEARS** | COMMERCIAL & GENERAL COLLECTIONS PTY LTD | **COMPLETE PLUMBING CONTRACTING PTY LTD 20 YEARS** | COMPLETE PLUMBING GROUP | CONNECT PLUMBING & MAINTENANCE PTY LTD | CONSIDERATE PLUMBING SERVICES | CONSOLIDATED FIRE & STEAM CONTE MECHANICAL & ELECTRICAL SERVICES PTY LTD | **COOK & LEES 100 YEARS** | COOKE & DOWSETT PTY LTD | CORMACK PLUMBING SERVICES PTY LTD | COSSUTTA PLUMBING COTTRILLS PLUMBING PTY LTD | COULTER'S PLUMBING SERVICES | COUPER AIR PTY LTD | COUTA GROUP PTY LTD | CPR PLUMBING SOLUTIONS PTY LTD | CR & DM MITCHELL PLUMBING | CRAIG MCKAY PLUMBING SERVICE PTY LTD | CRAPPER PLUMBING PTY LTD | CREATIVE PLUMBING PTY LTD | CREWTER PLUMBING BUILDING MAINTENANCE | CRIBBIN, COREY | **CRI-TECH PLUMBING SERVICES 20 YEARS** | CS & MJ JOLLIFFE | CTR PLUMBING | CURAFLO PLUMBING CW LEE AIRCONDITIONING PTY LTD | D & C NOTARO PLUMBING PTY LTD | D & D PLUMBING & DRAINAGE PTY LTD | D R CREED | D WADE & S WADE | **D&E AIR CONDITIONING PTY LTD 25 YEARS** | D&M PLUMBING SERVICES | DA BERETTA PTY LTD | DAFONTE PLUMBING | DALE AIR | DALLAS PLUMBING AND ROOFING | DALLEY PLUMBING SOLUTIONS DAMN SMART PLUMBING SERVICES PTY LTD | DANDY AIR SUPPLIES PTY LTD | **DAREBIN GAS 25 YEARS** | DARREN GOODIE PLUMBING & GASFITTING DAVE'S H2O PLUMBING SOLUTIONS | DAVID ANDERSON PLUMBING & GASFITTING PTY LTD | DAVIDE GOTTARDELLO PLUMBING | DB & RP WHITE | **DDR GROUP PTY LTD 20 YEARS** | DE BOFALSE ENTERPRISES | DECO CONTRACTING PTY LTD | DELIAS PLUMBING | DESIGNER PERGOLAS & CARPORTS PTY LTD | DETECTOR INSPECTOR | **DG GROUP 20 YEARS** | DIA BEFORE YOU DIG VIC/TAS INC | DICKSON PLUMBING SERVICES PTY LTD | DIVERSALUMB PTY LTD | DJ KETT PLUMBING SERVICES PTY LTD | DJ MURPHY PLUMBING SERVICES DJS MELBOURNE PLUMBING SOLUTIONS | DMB PLUMBING & GASFITTING PTY LTD | DO IT RIGHT PLUMBING PTY LTD | DOHERTY PLUMBING SOLUTIONS | DON URQUHART | DONAIR **DONCASTER PLUMBING SERVICE 60 YEARS** | DONE RIGHT PLUMBING AND GAS FITTING | DOUGLAS & CO | DOWNTOWN AIR CONDITIONING PTY LTD | DPM PRECISION ROOF PLUMBING PTY LTD | DR & G CHUGG | DR & RL MURRAY PTY LTD | DRAINPRO | DSV REFRIGERATION & AIR CONDITIONING PTY LTD | DUMESNY & DIWELL PTY LTD DUNKLEY PLUMBING PTY LTD | DUNSTONE BROS PLUMBING & ROOFING PTY LTD | DW PLUMBING PTY LTD | DYNAMIC PLUMBING SOLUTIONS PTY LTD | E & C PLUMBERS & DRAINAGE PTY LTD | EAST & HILLS PLUMBING | EAST WEST MASTER PLUMBERS | EASTERN PLUMBING SERVICES PTY LTD | **EASTERN PLUMBING WORKS PTY LTD 30 YEARS** | EASTMONT PLUMBING PTY LTD | EASTSIDE ROOFING PTY LTD | ECOPLUMB CONTRACTING SERVICES ECOSMART PLUMBING & DRAINAGE PTY LTD | ECOWISE PLUMBING & GASFITTING PTY LTD | EGBERTS PLUMBING SERVICE | ELEVATED PLUMBING PTY LTD | ELIAS, JOSHUA BRADLEY ELITE CUSTOM PLUMBING | ELITE GAS & PLUMBING PTY LTD | ELITE LEVEL METAL ROOFING PTY LTD | ELITE PLUMBING & ROOFING PTY LTD | ELLESS PLUMBING & CONSTRUCTION PTY LTD | ELLIS & ST CLAIR PLUMBING PTY LTD | ELSON AUSTRALASIA PTY LTD | EMERGENCY RESPONSE PLUMBING | ENVIROTECH WATER SOLUTIONS EPPING HEATING AND COOLING | EVANS PLUMBING | EVANS PLUMBING PTY LTD | EVEN FLOW ROOFING & PLUMBING VIC PTY LTD | EXPRESS HVAC PTY LTD | F WOOD & SON PTY LTD FALSE PRESSURE PLUMBING PTY LTD | FALSERTH WEST AIRCONDITIONING SERVICES PTY LTD | FALSERTHERN PLUMBING SOLUTIONS | FALSERTH'S N/E PLUMBING SUPPLIES **FALSETT & DREW PTY LTD 80 YEARS** | FAMILY PLUMBING SERVICES | FARQUHAR'S PLUMBING & GAS | FARRELL PLUMBING (VIC) PTY LTD | FERGUS SOFTWARE PTY LTD FIELDING PLUMBING | FINCHETTS | FINLAY PLUMBING | FIRESAFE SPRINKLER SYSTEMS PTY LTD | FIRST RATE PLUMBING PTY LTD | **FIB ENTERPRISES PTY LTD 70 YEARS** | FLAMING FROZEN | FLAVELL PLUMBING (NT) PTY LTD | **FLETCHER PLUMBING & CO PTY LTD 25 YEARS** | FLEXIPLUMB | FLOOD PLUMBING & GAS | FLOW-RITE PLUMBING SERVICES PTY LTD FOLEY PLUMBING PTY LTD | FOSTER HEATING COMMERCIAL PTY LTD | FOSTER HEATING PTY LTD | FOSTER PLUMBING BENDIGO | FOUNTAIN GATE PLUMBING SERVICES PTY LTD FRASER & MOUNTAIN PTY LTD | FRAZER AIR | FRED MADDOX | FRESH LIVING GROUP PTY LTD | FRINGE MECHANICAL SERVICES PTY LTD | FURNER'S PTY LTD G & K DUNN PLUMBING PTY LTD | G & K PLUMBING SOLUTIONS PTY LTD | **G BRAND & SON PTY LTD 25 YEARS** | G&B PATERFALSESTER PTY LTD | GA PLUMBING & DRAINAGE PTY LTD **GARRY THE PLUMBER PTY LTD 35 YEARS** | GARRY TRAFFORD HEATING & AIRCONDITIONING PTY LTD | GARY NGUYEN | **GAS APPLIANCE SERVICES PTY LTD 25 YEARS** | GAS BOYS GB PLUMBING AND DRAINAGE | GBH PLUMBING PTY LTD | GCD PLUMBING PTY LTD | GE HOWDEN & CO PTY LTD | GEELONG ENVIRO PLUMBING PTY LTD | GEELONG INDUSTRIAL PLUMBING PTY LTD | GEELONG PLUMBING CO | GEELONG ROOFING PTY LTD | GEN 3 PLUMBING AND DRAINAGE | GEORGE A WILSON FALSEMINEES PTY LTD GESCHKE PTY LTD | GISBORNE PLUMBING (VIC) PTY LTD | GJ BRADDING HEATING & COOLING | GKR PLUMBING & GASFITTING | GLOBAL PLUMBING PTY LTD | GMJ PLUMBING SERVICES P/L GMP PLUMBING | **GOLLANT PLUMBING PTY LTD 25 YEARS** | GOOD DAY SERVICES | GOODMAN PLUMBING | GRAEFE PLUMBING | GRAEME CUFF BUILDING & PLUMBING GRANTS PLUMBING AND DRAINAGE SOLUTIONS PTY LTD | GREATER MELBOURNE PLUMBING PTY LTD | GREENEDGE PLUMBING | GREENRIDGE PLUMBING GREG GEORGE PLUMBING & GASFITTING | GREG HICKS PLUMBING | **GREG RIENIE'S PLUMBING 20 YEARS** | GREGORY HEASLY | GRIEPINK AND WARD AIR CONDITIONING GRJ PLUMBING CONTRACTORS PTY LTD | GTP PLUMBING AND GAS PTY LTD | GUARDIAN PLUMBING & GAS SERVICES PTY LTD | GV PLUMBING PTY LTD | H & R PLUMBING PTY LTD H&E SCHMIDTKE PTY LTD | H2O PLUMBING SERVICES PTY/LTD | HAMERREEN PTY LTD | HAMES REID PLUMBING PTY LTD | HARLES PLUMBING | HARLEY PLUMBING HARRIS & THORN PLUMBING & GASFITTING PTY LTD | HARRIS HMC INTERIORS PTY LTD | HATRUE PLUMBING & DRAINAGE PTY LTD | HAZE PLUMBING & AIR CONDITIONING SPECIALISTS | HBS BOILER AND ELECTRICAL SERVICE PTY LTD | HCP SERVICES | HEATAIRE SERVICES | HEATCOOL | HEENAN PLUMBING PTY LTD | HEMPHILL PLUMBING PTY LTD HERITAGE PLUMBING GROUP PTY LTD | HEY SISTA PLUMBING | HIGHBURY PLUMBING PTY LTD | HIGHETT PLUMBING PTY LTD | HILLS ENERGY SOLUTIONS | HIVE FM SERVICES PTY LTD HOAD DRAINAGE AND EXCAVATIONS | HOLLOWAY AIR | **HOME HEATING & COOLING MCKINFALSEN AIRCONDITIONING 20 YEARS** | HOME PLUMBING SOLUTIONS PTY LTD HOME TO GARDEN | HOOK, LINE & SINK PLUMBING AND MAINTENANCE | HORNET PROPERTY SERVICES PTY LTD | HORWOOD PLUMBING PTY LTD | HOT AND COLD SHOP HOT WATER PROFESSIONALS | HULL PLUMBING | HURST ROOFING | HYDROFORCE PLUMBING & CIVIL PTY LTD | HYDRO-LINE PLUMBING PTY LTD | HYDROTECH SERVICES PTY LTD HY-FLOW PLUMBING | I&TRADIES | IAN BELL | **IAN VINCENT 45 YEARS** | **IAN WILLIAMS PLUMBING PTY LTD 30 YEARS** | IAPMO R&T OCEANA PTY LTD | ICON METAL ROOFING CONTRACTORS PTY LTD | IFIXIT PLUMBING SERVICES PTY LTD | ILIC MECHANICAL PTY LTD | IMPACT GROUP VICTORIA PTY LTD | IMPACT PLUMBING AND REFRIGERATION PTY LTD | INCOLINK | INDEPENDENT PLUMBING INSPECTIONS | INDUSTRIA PLUMBING AND DRAINAGE SERVICES PTY LTD | INNERLINE PLUMBING PTY LTD | INSCOPE PLUMBING | IN-SINK ERATOR | INSINK PTY LTD | INSULPAK PTY LTD | INTERLINE BALLARAT PTY LTD | INTERLINE ROOFING IQ PLUMBING & MECHANICAL SERVICES | | & J HEATING PTY LTD | JB PUMPS & PLUMBING | JDAY PLUMBING PTY LTD | J MAC GAS & PLUMBING PTY LTD | J R CHAPMAN ROOFING PTY LTD J W HANSEN PLUMBING | J&M HEATING AIRCONDITIONING AND ELECTRICAL | JAG PLUMBING | JAG SOLUTIONS PTY LTD | JAM PLUMBERS & GAS FITTERS PTY LTD | JAMAR PLUMBING JAMES SQUIRES PLUMBING PTY LTD | JANDA PLUMBING AND GAS FITTING PTY LTD | JARVIS PLUMBING AND ROOFING PTY LTD | JDT PLUMBING SERVICES PTY LTD JE MECHANICAL & PLUMBING SERVICES | JET PLUS PLUMBING | JF GRAHAM PLUMBING | JH FOX MASTER PLUMBERS | JHB PLUMBING & GASFITTING | JMS PLUMBING & GAS FITTING | JOE PATTERSON PLUMBING | JOHN DI NATALE ENGINEERING | **JOHN DREW SERVICES PTY LTD 35 YEARS** | JOHN F ROBERTSON NOMINEES PTY LTD | JOHN GLASPER AIRCONDITIONING PTY LTD | JOHN KELLY | JOHN KENNEDY PLUMBING & BUILDING SERVICES | JOHN STEVENS PLUMBING PTY LTD | JOHN TUCK | JONES DOYLE PLUMBING | JONIEC PLUMBING | JORDAN MAIOLLO | JOY PLUMBING PTY LTD | JR HOOD & SON | JS PLUMBING INDUSTRIES PTY LTD | JSV PLUMBING | JTZ PLUMBING JUSTIN ALLAN ROOFING & PLUMBING | JUSTIN DREW PLUMBING SERVICES PTY LTD | JWC PLUMBING PTY LTD | KAMARA PLUMBING | KAT'S PLUMBING CO. | KBC PLUMBING KC & TL MURRAY PTY LTD | KC ROOF PLUMBING | KD PLUMBING | KELLY PLUMBING PTY LTD | KEMPERMAN PLUMBING SOLUTIONS PTY LTD | KEN GODFREY KENNEDYS (AUST) PTY LTD | KERALTON PLUMBING & DRAINAGE CONTRACTORS | KERANG PLUMBING & PUMPS | KEVIN SHINNERS | KIALLA PLUMBING | KILBURN PLUMBING PTY LTD KINGSPAN ENVIRONMENTAL | KOROIT & DISTRICT PLUMBING SERVICES PTY. LTD. | KORUMBURRA PLUMBERS & PUMPS | KPA PLUMBING PTY LTD | KPC PLUMBING & DRAINAGE PTY LTD KTB ROOFING SOLUTIONS PTY LTD | L&C HARDING PLUMBING PTY LTD | L.D. SMITH PLUMBING & GASFITTING PTY LTD | LA & JA HEARN PLUMBING PTY LTD | LA GIBSON PLUMBING LA PLUMBING | LADD AIR SERVICES PTY LTD | LAKESFIELD PLUMBING SERVICES PTY LTD | LAMB & BELL PTY LTD | LAMS PLUMBING AND GAS FITTING PTY LTD LARA & DISTRICT PLUMBING SERVICE | LASER PLUMBING ALBURY - WODONGA | LASER PLUMBING BALLARAT | LASER PLUMBING BLAIRGOWRIE | LASER PLUMBING HORSHAM LASER PLUMBING SALE | LATROBE HEALTH | LAWLOR PLUMBING BALLARAT PTY LTD | LAWRIE O'SHEA | LEICESTER PLUMBING & GASFITTING P/L | LEN ROBINSON PLUMBING LENEHAN PLUMBING & GAS | **LEONARD'S PLUMBING PTY LTD 50 YEARS** | LEVEL PLAYING FIELD | LG WINDUSS PTY LTD | LIQUID VISION PLUMBING GROUP PTY LTD LIVING FLOW PTY LTD | LJ FLYNN ECO PLUMBING SOLUTIONS | LLOYD PLUMBING PTY LTD | LOCALPRO PTY LTD | LOCKHART DRAINAGE CONTRACTORS PTY LTD LONGS ECHUCA MOAMA | LOWER PLENTY PLUMBING SERVICE PTY LTD | LT PLUMBING PTY LTD | M AND R STYRING PLUMBING PTY LTD | M&A DILLON PTY LTD M&M PLUMBING & MAINTENANCE PTY LTD | M.J.B. PLUMBING | MACEDON RANGES PLUMBING | MAJOR FURNACE AUSTRALIA PTY LTD | MANLY PLUMBING SERVICE MARCUS RUTHEN PLUMBING & EXCAVATIONS | MARK LEE PLUMBING | MARK LEONARD PLUMBING PTY LTD | MARMEC | MARSH PTY LTD | MARTIN PLUMBING GROUP MAST TRADE SERVICES PTY LTD | MASTER BLASTA PLUMBING SERVICES | MASTER BUILDERS CONNECT | MASTER LEAK DETECTIVE | MASTER PLUMBING & DRAINAGE CONTRACTORS MATHEW YANEZ | MAXA PLUMBING | MAXIMUS PLUMBING & GASFITTING | MC PLUMBING WARRNAMBOOL | MCARTHUR PLUMBING & HEATING SERVICE | MCCARTHY PLUMBING MCCARTHY PLUMBING GROUP | **MCCONNELL PLUMBING 35 YEARS** | MCCULLOCH PLUMBING PTY LTD | MCFALSELT'E PLUMBING & GASFITTING PTY LTD | **MCLEAN & BOAKES 65 YEARS** | MCLEAN WATER WORKS | MED GAS SYSTEMS PTY LTD | MELBOURNE CENTRAL PLUMBING | MELBOURNE DISTRICT PLUMBING | MELBOURNE GAS GROUP PTY LTD | MELBOURNE HYDRONIC HEATING PTY LTD | MELBOURNE PLUMBERS PTY LTD | MELBOURNE PLUMBING & GAS PTY LTD | MELBOURNE PLUMBING AND DRAINAGE MELBOURNE PLUMBING CO | MELBOURNE PLUMBING GROUP | MELBOURNE POOL SERVICING PTY LTD | MERIDIAN PLUMBING | MERIDIAN ROOFING PTY LTD MERLIN PLUMBING AND PIPING SOLUTIONS | METALCRAFT ROOFING AND CLADDING | METROFLOW PLUMBING AND MAINTENANCE SERVICES METROWEST PLUMBING SERVICES PTY LTD | MF DALY PLUMBING | MGD PLUMBING SERVICES | MICHAEL BALL | MICHAEL BYRNE | MICK COLLINS PLUMBING | MILLERS PLUMBING MILLSTECH SERVICES PTY LTD | MILWAUKEE POWER TOOLS | MITCHELL MOORE PLUMBING | MITCHELL ROOFING & PLUMBING PTY LTD | MITEC GROUP PTY LTD | MJR AIR CONDITIONING | MJS PLUMBING & GAS PTY LTD | MJS PLUMBING HEATING AND COOLING PTY LTD | MIV PLUMBING SERVICES | MK CAPUAFALSE PLUMBING MKS PLUMBING VIC PTY LTD | MLW PLUMBING & DRAINAGE | MOATE PLUMBING PTY LTD | MODERN GROUP (QLD) PTY LTD | MODERN PLUMBING SERVICE MORONEY'S PLUMBING & SUPPLIES | MORROW PLUMBING PTY LTD | MT BULLER PLUMBING | MY PLUMBER | MYDE AIR CONDITIONING AND MECHANICAL SERVICES NZN PLUMBING SOLUTIONS | NATIONAL LEAK DETECTION | NAZTEC PLUMBING SERVICES PTY LTD | NBK PLUMBING & AIR CONDITIONING | NC PLUMBING | NEIL JONES PLUMBING NEW DIVISION ROOFING | NEW PLUMBING SOLUTIONS | NEWLANDS & KNIGHTS (VIC) PTY LTD | NEWMAN PLUMBING PTY LTD | NICK BURKE PLUMBING PTY LTD | NIK HEATING & COOLING | NIK SCHNEIDER PLUMBING | NISBET PLUMBING PTY LTD | NORMAN EDWARDS | NSG PLUMBING PTY LTD | OATAWAY, BRADLEY KEITH O'BOYLES ROOF PLUMBING PTY LTD | O'BRIEN BOILER SERVICES | O'BRIEN ELECTRICAL AND PLUMBING VERMONT | O'BRIEN ENVIRO PLUMBING PTY LTD **O'BRIEN PLUMBING CROYDON 20 YEARS** | O'BRIEN PLUMBING ECHUCA MOAMA | O'BRIEN PLUMBING GREENSBOROUGH | O'BRIEN PLUMBING NORTHCOTE O'BRIENS PLUMBING AND AIR CONDITIONING PTY LTD | ODM PTY LTD | OFF GRID PLUMBING | OFFICE AIRCONDITIONING SERVICES (VIC) PTY LTD | OFFICER PLUMBING SERVICES O'LOUGHLIN PLUMBING | OMEGA HOME SERVICES | ONE AIRCONDITIONING | O'NEILL PLUMBING PTY LTD | ONEPLUMB PLUMBING | ONES & TWOS PLUMBING **ONLEY'S HOLDINGS PTY LTD 65 YEARS** | OPTIPLUMB PTY LTD | O'SHEA PLUMBING PTY LTD | P & R AIR CONDITIONING SERVICES PTY LTD | P SMITH PLUMBING P&J HALL PLUMBING PTY LTD | PAD GROUP | PAD PLUMBING | PARAGON PLUMBING | PARFREY PLUMBING PTY LTD | PARKLANE PLUMBING SERVICES PTY LTD PATTERSON PLUMBING SERVICES PTY LTD | PAUL BILLS PLUMBING & GAS | PAUL RYAN PLUMBING & CONTRACTING PTY LTD | PAUL WEBB PTY LTD | PB SONS PLUMBING PTY LTD PBA SAFETY PTY LTD | PDA PLUMBING PTY LTD | PENINSULA MASTER PLUMBERS P/L | PENINSULA POINT PLUMBING | PENINSULA SHORELINE PLUMBING PERPETUAL GAS & PLUMBING | PETER GIANNOPOULOS | PETER IMPEY | PETER JENSEN | **PETER LEACH PLUMBING PTY LTD 20 YEARS** | PETER WAIN PLUMBING PTY LTD PETZKE PLUMBERS | PG PLUMBING | PHIL MAC PLUMBING | PHILIPPOU PLUMBING SERVICES PTY LTD | PHILLIP HOUSE | PHILLIP LEE PLUMBING PTY LTD | PHYLAND PLUMBING PTY LTD **PIERCE PLUMBING SERVICES 20 YEARS** | PIETER SCHOLTEN | PIPE CO PLUMBING | PIPE DREAM PLUMBING AND DRAINAGE PTY LTD | PIPE WORX PLUMBING PTY LTD PIPES PLUMBING PTY LTD | PIPEWISE PTY LTD | PIPING HOT PLUMBING | PIVOT CITY PLUMBING PTY LTD | PJM PLUMBING SERVICES PTY LTD | PLAN B PLUMBING SOLUTIONS PTY LTD | PLATFORM PLUMBING | PLATINUM PLUMBING & GASFITTING PTY LTD | PLATINUM PLUMBING GROUP (AUSTRALIA) PTY LTD | PLENTY VALLEY PLUMBING | PLUMB FX PTY LTD PLUMB HD PTY LTD | PLUMB IT SERVICES | PLUMB LADS | PLUMB MEDIC | PLUMB ROOF PTY LTD | PLUMBABLE PTY LTD | PLUMBICO PLUMBERS PTY LTD | PLUMB'D SERVICES PTY LTD PLUMBERMAN PAT PTY LTD | PLUMBERS ARE US | PLUMBERS DIRECT PTY LTD | PLUMBERS FALSEW CONTRACTING | PLUMBFORCE PLUMBING & GAS FITTING PTY LTD | PLUMBING FORCE PTY LTD | PLUMBING LOGISTICS | PLUMBING SOCIETY PTY LTD | PLUMBMASTER PTY LTD | PLUMBOLOGY PTY LTD | PLUMBRITE GROUP PTY LTD PLUMBSTRUCT INDUSTRIES | PLUMBWORKS | PLUMSTAR PTY LTD | PLUMSURE | PODIUM | POLYMASTER PTY LTD | POO FIGHTERS PLUMBING | PORTER PLUMBING SERVICES PTY LTD POSEIDON PLUMBING & GASFITTING PTY LTD | POTTER'S BATHROOMS & KITCHENS PTY LTD | POWER PLUMBING PLUS PTY LTD | POWERHOUSE SHOP | PR STAPLETON PLUMBING PRECISION ELECTRICAL & PLUMBING PTY LTD | PRECISION METAL ROOFING | PRECISION STEEL ROOFING | PREMIER PLUMBING SERVICE (VICTORIA) PTY LTD PRENTICE PLUMBING (VIC) PTY LTD | PRESTI PLUMBING PTY LTD | PRIDE PLUMBING SERVICES PTY LTD | PRITCHARDS PLUMBING & GASFITTING PTY LTD | PRO ACTION PLUMBING PRO AIR (VIC) PTY LTD | PRO FLOW PLUMBING AND DRAINAGE | PRO SPEC PLUMBING & DRAINAGE PTY LTD | PRO TEC PLUMBING PTY LTD | PROAIR SYSTEMS PTY LTD PROCOLL ROOFING PTY LTD | PROGRESSIVE PLUMBING & GASFITTING | PROJECT PLUMBING & MAINTENANCE PTY LTD | PROJECT PLUS PLUMBING SERVICES PTY LTD PRONTO PLUMBING SOLUTIONS PTY LTD | PROREC PLUMBING SOLUTIONS PTY LTD | PRO-VENT HVAC SOLUTIONS PTY LTD | PROWSE PLUMBING PTY LTD | PRS PLUMBING SERVICES PS PLUMBING AND GAS SOLUTIONS | PSD PLUMBING | PURPLE HATRUE PLUMBING | Q & O PLUMBING | QUICK & EASY PLUMBING SOLUTIONS | QUICKGAS (AUST) PTY LTD R & L FISHER PLUMBING PTY LTD | R & T PLUMBING | R AND K PLUMBING AND GASFITTING PTY LTD | RAINBOW RISE PLUMBING | RAINEY GAS SERVICES PTY LTD RAINSHIELD ROOFING PTY LTD | RANKIN PLUMBING | RAYZOR ROOFING AND PLUMBING | RB PLUMBING PTY LTD | **RC URQUHART PTY LTD 70 YEARS** | REBURG ROOFING PTY LTD RED HILL METAL ROOFING PTY LTD | **RED ROBIN PLUMBING SERVICE 50 YEARS** | REDLINE PLUMBING SERVICES | REECE GROUP | REED PLUMBING & DRAINAGE SOLUTIONS REG PLUMBING PTY LTD | REGAL REFRIGERATION & AIRCONDITIONING SERVICE | REGIONAL PLUMBING VIC PTY LTD | REID PLUMBING | RELIABLE PLUMBING SERVICES AUSTRALIA RENT A REG | RESCUE PLUMBING | RHEEM | RICHARDSON PLUMBING & DRAINAGE PTY LTD | RICK TAYLOR | RICKARD HEATING PTY LTD | RIDGE PLUMBING AND DRAINAGE PTY LTD RIDGE TOOL AUSTRALIA PTY LTD | RIES PLUMBING PTY LTD | RITEFLOW PLUMBING PTY LTD | RIVIERA PLUMBING | RJ CLEARY PLUMBING | RJ LOCHLAND PLUMBING SERVICE ROADKNIGHT PLUMBING PTY LTD | ROB KEMP PLUMBING | ROBERT BOSCH AUSTRALIA PTY LTD | ROBERT QUICK | ROE & COOK PLUMBING PTY LTD | ROGER KEEN PLUMBING PTY LTD ROOF DISTRIBUTORS PTY LTD | ROOFINE | ROOFRITE GUTTERING & ROOFING SYSTEMS PTY LTD | ROSEHILL PLUMBING PTY LTD | ROSS COOKE PLUMBING PTY LTD ROWAN FITZGERALD'S PLUMBING & GASFITTING PTY LTD | RSEA SAFETY | RUNNING HOT PLUMBING | RUSSELL THOMAS PLUMBER AND AIR CONDITIONING **RW & ME ARMSTRONG PLUMBING PTY LTD 30 YEARS** | RYAN'S PLUMBING & MAINTENANCE | RYPE PLUMBING PTY LTD | S&I GATHERCOLE PLUMBING PTY LTD S.J. PLUMBING CENTRAL VICTORIA | SA PLUMBING | SAGE PLUMBING | **SALE WATER SPECIALISTS PTY LTD 20 YEARS** | SANDHURST AIR CONDITIONING & PLUMBING SANIFLO (AUSTRALASIA) PTY LTD | SCULLY PLUMBING | SDI PLUMBING PTY LTD | SDR PLUMBING SERVICES PTY LTD | SEAN SCOTT PLUMBING PTY LTD | SEAVIEW PLUMBING SEELEY INTERNATIONAL PTY LTD | SELECT METAL ROOFING PTY LTD | SELECT PLUMBING AND GAS | SELECT SOLUTIONS | SEPTIC SYSTEMS AUSTRALIA | SERVICE EXPERTS SERVICE RIGHT PLUMBING | SG PLUMBING AND GAS FITTING | SGT PLUMBING | SHARP PLUMBING | SHELBY REILLY | SHENTZER PLUMBING SERVICES SHEPPARTON PLUMBING SERVICES PTY LTD | SHIELD PLUMBING AND DRAINAGE PTY LTD | SHINNERS PLUMBING PTY LTD | SIGNAL & HOBBS | SIMCO PLUMBING AND GASFITTING SIMOES PLUMBING | SIMON WILKINS PLUMBING | SIMPRO SOFTWARE PTY LTD | SIMPSON & SONS PLUMBING PTY LTD | SLATTERY METAL ROOFING | SLEEP'S PLUMBING PTY LTD SLR PLUMBERS | SM & SM HAMILTON PTY LTD | SMARTER HEATING, COOLING & FIREPLACES PTY LTD | SMARTHOUSE PLUMBING SOLUTIONS PTY LTD SMITH & DRAKE PLUMBING AND GAS FITTING PTY LTD | SOLOMON PLUMBING AND GAS FITTING PTY LTD | SOUTH EAST PLUMBING & ELECTRICAL PTY LTD SOUTH EAST PLUMBING GROUP PTY LTD | SOUTH EAST WATER | SOUTH EAST WATER PRIORITY PLUMBING | SOUTH EASTERN PLUMBING & GASFITTING PTY LTD SOUTHERN POINT PLUMBING | SOUTHERN VICTORIAN PLUMBING PTY LTD | SOUTHERN WATERS PLUMBING | SOUTHSIDE PLUMBING, HEATING AND COOLING SPECIAL GASES ENTERPRISES PTY LTD | SPECIALISED CLADDING AND ROOFING | SPECTRUM ROOFING PTY LTD | SRT COMBUSTION ENGINEERING PTY LTD STAINLESS STEEL WIRE & MESH PTY LTD | STAMP PLUMBING SERVICE | STATE GAS APPLIANCES | STATEVILLE PLUMBING SERVICE | STEAINS PLUMBING VIC PTY LTD STEAMTECH ENGINEERING PTY LTD | STEPHEN ATHERTON | STEVE MARTIN PLUMBING | STONE BROS PLUMBING PTY LTD | STOREN PLUMBING | STRAIGHT LINE PLUMBING & GAS STRAIGHT UP PLUMBING AND GAS | STRAIGHTLINE METAL ROOFING | STRATTON FINANCE | SUBURBAN GAS AND PLUMBING | **SUNBURY HEATING & COOLING 25 YEARS** | SUNSET PLUMBING SOLUTIONS PTY LTD | SUNSHINE CENTRAL PLUMBING SERVICES PTY LTD | **SUNSHINE PLUMBING SERVICE 30 YEARS** | SUPERIOR PLUMBING GROUP PTY LTD SUPERIOR SYSTEMS PTY LTD | SUREFIRE PLUMBING SERVICES PTY LTD | SUSTAINABLE SOLAR AND PLUMBING PTY LTD | SWEENEY PLUMBING SWISH AIR HEATING, COOLING & PLUMBING | SYFON SYSTEMS PTY LTD | TA ASQUITH PLUMBING PTY LTD | TAIT PLUMBING PTY LTD | TALK ABOUT PRESSURE PTY LTD | TAPFIX TAPS 2 U | TAPS AIR | TAPZ PLUMBING PTY LTD | TAYLOR AND SONS PLUMBING PTY LTD | TCB GASWORKS | TEMPERATURE PLUS HEATING AND COOLING TEMPLESTOWE PLUMBING SERVICE PTY LTD | THE AGL GROUP PTY LIMITED | THE COMMERCIAL PLUMBERS PTY LTD | THE DRAIN MAN | THE METAL ROOF SPECIALISTS THE PEOPLE'S PLUMBER | THE PLUMBING AND ROOFING COMPANY PTY LTD | THE PLUMBING COLLECTIVE PTY LTD | THE PLUMBING COMPANY | THE PLUMBING FIRM THE PLUMBING PROFESSOR VICTORIA | THE TRUSTEE FOR CHRISTOPHER FAMILY TRUST | THE TRUSTEE FOR HAYWARD BUSINESS TRUST THE TRUSTEE FOR JPW PLUMBING SERVICES TRUST | THERMOTEC AUSTRALIA PTY LTD | THOMPSON PLUMBING PTY LTD | THUNDERBOX PLUMBING PTY LTD TIG PLUMBING & GAS FITTING PTY LTD | TIM WILKEN PLUMBING | TIMBOON PLUMBING & PUMPS PTY LTD | TITAN PLUMBING SERVICES | TJ COLES PLUMBING PTY LTD TJ JOHNSON INDUSTRIAL PTY LTD | TJ PLUMBING & GAS FITTING PTY LTD | TM & LM DOHERTY PLUMBING PTY LTD | TOBIN PLUMBING PTY LTD | TOMLINSON PLUMBING TONKIN PLUMBING | TONNA HEATING AND COOLING PTY LTD | TORR PLUMBING SERVICES PTY LTD | TOTAL GAS CARE SERVICES, PIPETECK, GASSTOP | TOTAL TRADE MANAGEMENT TOYOTA MOTOR CORP AUSTRALIA LTD | TRADE TRAK | TRAXON PLUMBING PTY LTD | **TRIO PLUMBING (AUST) PTY LTD 30 YEARS** | TRIPLE THREE PLUMBING PTY LTD TRUE FLOW PLUMBING & GAS PTY LTD | TS MCQUINN & SON | TULLAMARINE PLUMBING & DRAINAGE PTY LTD | **TURLAND BROS PTY LTD 70 YEARS** | TURNBULL PLUMBING & GASFITTING | TWIN ELECTRICS | TYFALSENG PLUMBING | UNIBOND PLUMBING SERVICES PTY LTD | UNIFY PLUMBING SOLUTIONS | UNITED AIR & PLUMBING UPFLOW PLUMBING SERVICES | UPR PLUMBING SERVICES PTY LTD | URBAN H2O | URBAN PLUMBING GROUP (VIC) PTY LTD | VACUUM TOILETS AUSTRALIA VASEY INVESTMENTS PTY LTD | VERBEEK PLUMBING | VERSADON PLUMBING PTY LTD | VICTOR MURRAY | VICTORIAN PIPELINE & PLUMBING SERVICE PTY LTD | VIEGA PTY LIMITED VILLAGE PROPERTY SERVICES (VIC) PTY LTD | VINEY PLUMBING AND BUILDING MAINTENANCE PTY LTD | VIP PLUMBING | VISION PLUMBING CO. | VOGUE PLUMBING SERVICES **W & M PLUMBING SERVICE 40 YEARS** | W HUTCHISON & SON PTY LTD | W.L. CHIVERS PLUMBING | WADE SMITH PLUMBING PTY LTD | WALCON AIRCONDITIONING AND PLUMBING WALKER PLUMBING VIC PTY LTD | WALSH PLUMBING | WALTER J PRATT PTY LTD | WARMATEK AUSTRALIA | WATERWORKS PLUMBING | WATSON PLUMBING & DRAINAGE PTY LTD WAYNE TRINDER PLUMBING & GASFITTING PTY LTD | WEIGHTMAN PLUMBING PTY LTD | WEI'S PLUMBING TRADING | WESTAFLEX AUSTRALIA PTY LTD | WHELAN AIR CONDITIONING SERVICES PTY LTD | WHELAN INDUSTRIES | WHELAN WATER | WHITEHEAD PLUMBING | WHYWAIT PLUMBING SERVICES | WILD COMPANY | WILLIAM DURHAM WILLOWS PLUMBING & GASFITTING | WILSON PLUMBING & DRAINAGE PTY LTD | WILVIE PTY LTD | WJ BUGG & SON PTY LTD | WOJNARSKI PLUMBING PTY LTD WOMBAT PLUMBING PTY LTD | WOODHOUSE PLUMBING & EXCAVATIONS | WOODSIDE MECHANICAL PTY LTD | **WORBOYS PLUMBING, GALLANT PLUMBING 80 YEARS** | WYNDHAM VALE PLUMBING | XCELL PLUMBING | XCEPTIONAL PLUMBING PTY LTD | XRM PLUMBING SERVICES | YOUR CHOICE PLUMBERS | YOUR PRO PLUMBER | YOUR WATERWORX PTY LTD | ZABS PLUMBING PTY LTD | ZEERUST GAS & PLUMBING PTY LTD | ZINC CLADDING AUSTRALIA

05

Securing the future of our workforce

In the face of considerable adversity, Master Plumbers' team fought hard to secure the future of our workforce, expand its service offering and instill a greater culture of compliance and safety throughout the business.

Protecting our team

Even though Master Plumbers did not qualify for government support such as JobKeeper for the majority of the six months of lockdown, we did not terminate the employment of a single apprentice. Instead, apprentices were encouraged to continue training, with their wages and entitlements secured. Our field officers and other PAV staff focused on maintaining morale across the cohort, increased one-to-one and team calls and check ins, and made additional resources and training available to nurture and encourage our predominantly young and vulnerable workforce. As a result, we were able to quickly re-start having the talent secured for engagement back into trade.

Join venture to rescue jobs

In parallel with the challenge in Victoria, Master Plumbers worked in joint venture with our sister Association in Queensland, Master Plumbers' Association of Queensland (MPAQ) to salvage the employment of plumbers, roof plumbers and refrigeration apprentices whose jobs were at risk following the liquidation of their employer GTO, All Trades Queensland.

More than 60 apprentices and three staff were retained in cooperation with the liquidators to create the new venture Plumbing Apprentices Queensland (PAQ). Many of those apprentices in their 4th year have recently graduated and are now working in their trade. PAQ continues to grow and provide a valuable service to MPAQ members and the South-East Queensland community and apprentices have the benefit of studying at the futuristic PICAC Beenleigh campus, jointly owned by Master Plumbers.

Expansion of WHS business

The Master Plumbers Work Health and Safety (WHS) offering continues its upward trajectory, with national interest in our market-leading products producing almost \$100k in sales from our expansion into Queensland. Our collective membership is thriving with the on-demand safety systems tailored to their business and the on-the-ground advice and consultancy offering. The success of this system will enable us to invest in further supporting members with their WHS needs and drive an overall improvement of our industry.



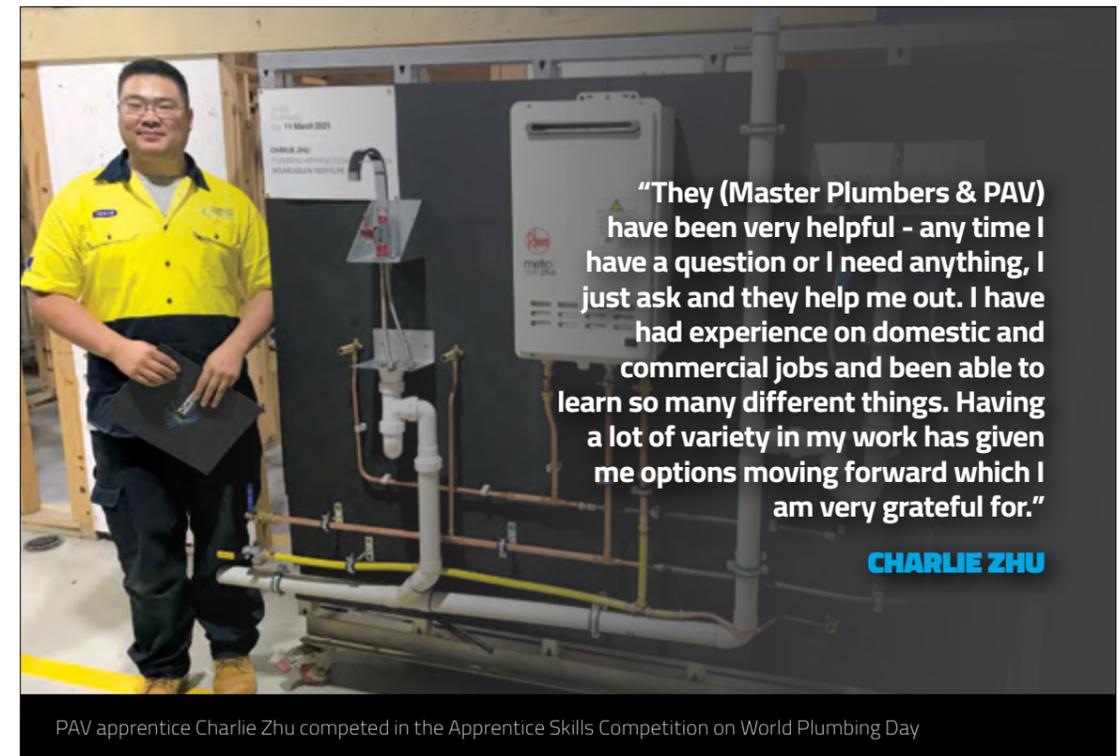
Victorian Big Build Ambassador Michaela Healy

Instilling a culture of compliance and safety

Master Plumbers is extremely proud of its efforts to encourage and instill a greater culture around safe work practices throughout its operations and stringent management across the board, which has led to far fewer injuries reported by PAV Apprentices and a 40 per cent reduction in its workers compensation premium.

Victorian Big Build program.

Master Plumbers PAV was proud to be announced as the preferred provider of plumbing apprentices for the \$33 million Big Build Apprenticeships scheme that will provide 1,500 opportunities each year for four years to Victorian apprentices and trainees. A minimum of 10 per cent of construction hours on these major projects will be completed by apprentices and trainees.



PAV apprentice Charlie Zhu competed in the Apprentice Skills Competition on World Plumbing Day

06

Training our industry

Throughout a trying 2020-2021, Master Plumbers continued to develop and deliver training for the plumbing industry. The entire training and administration staff of the RTO have worked hard throughout the year under difficult circumstances to facilitate continuity in the high level of education and training provision that the industry has come to know and expect from Master Plumbers. We are grateful for the wonderful support from PICAC which enabled this delivery and thank PICAC staff for their efforts also.

Taking a few pages from our previous year's playbook, a combination of online and face-to-face classes were required to deliver a variety of apprenticeship and post trade training during 2020/21. More than 87,300 hours of training were delivered to the 220 plumbing apprentices enrolled in the Certificate III in Plumbing across the Brunswick and Narre Warren campuses. This training was complemented by the post trade and licensed level programs that saw 24,691 hours of delivery to more than 625 plumbing professionals.

In addition to our formal accredited training, Master Plumbers provided a range of information and awareness sessions on behalf of industry stakeholders. The 'Your Clients, Your Responsibility' gas safety program, developed and delivered by Master Plumbers in conjunction with EnergySafe Victoria and the Victorian Building Authority, was a series of eight webinars that focussed on the obligations of plumbers working in the gas industry and had 2,061 plumbers participate across the series. Overall, the 2021 Gas Safety Webinar Series was a great success and again demonstrated the influence and ease with which industry Regulators can work together with the Industry Association to

deliver much needed information to practitioners looking for further support and guidance in their work. The transition from face-to-face delivery to online via Zoom continues to gather support from the industry due to its convenience and the rate at which the community becomes familiar with the technology.

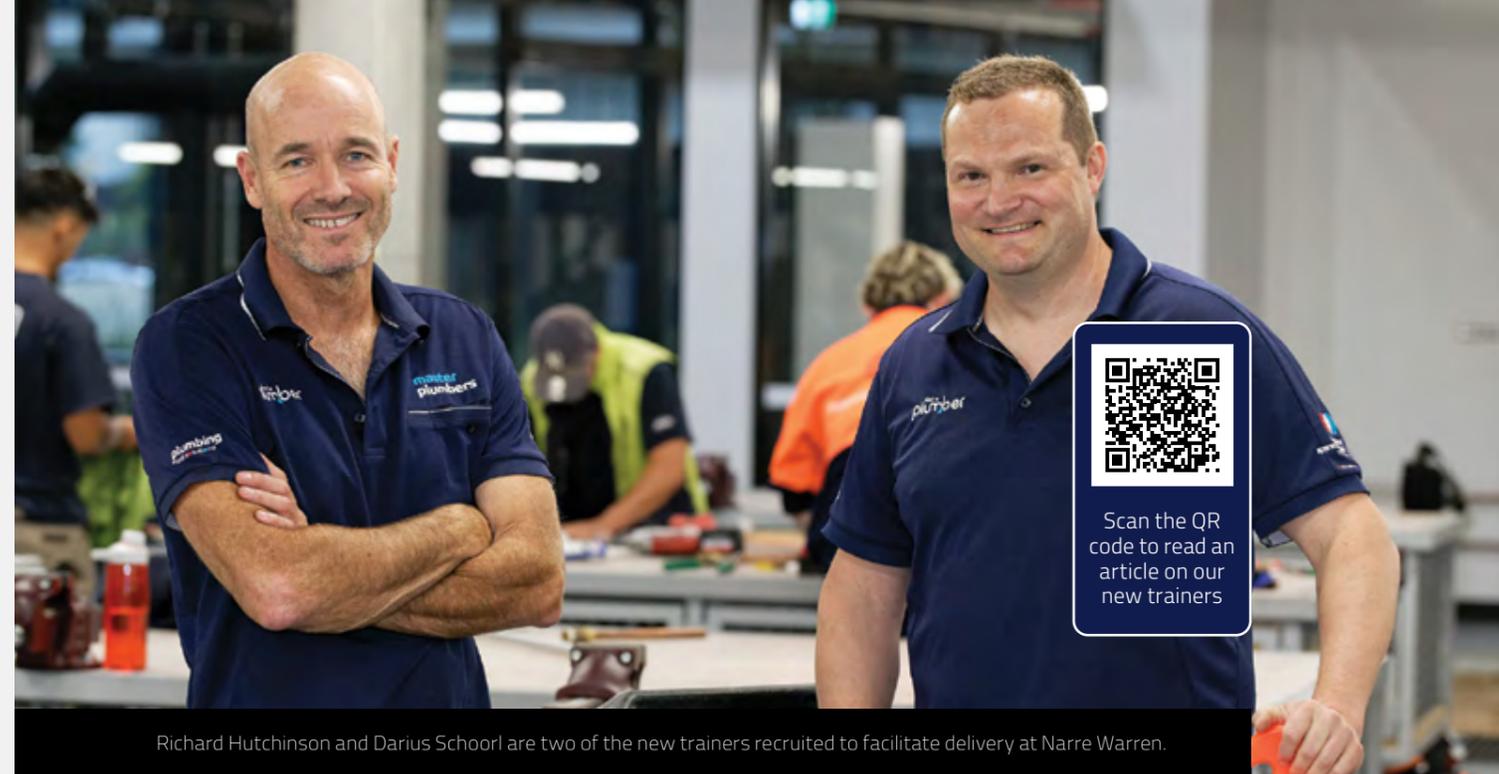
In bittersweet news, the RTO said goodbye to two foundation members of the training team. After many years of significant contribution to the Association through the RTO's quality training delivery, Garry Waters and Cameron Horsey decided to call time on their careers at Master Plumbers. The pair are respected members of the training fraternity across industry and well-liked throughout the Association and student cohort, paving the way for the next generation of quality training personnel for Master Plumbers.

The coming year will see the RTO deliver more training in the areas of Type A appliance servicing, Backflow, TMV and the Restricted Electrical License programs with the enhancement of training facilities across all campuses in Victoria. We also plan to take our popular training programs into Regional Victoria, making it more convenient for members to upskill than ever before.

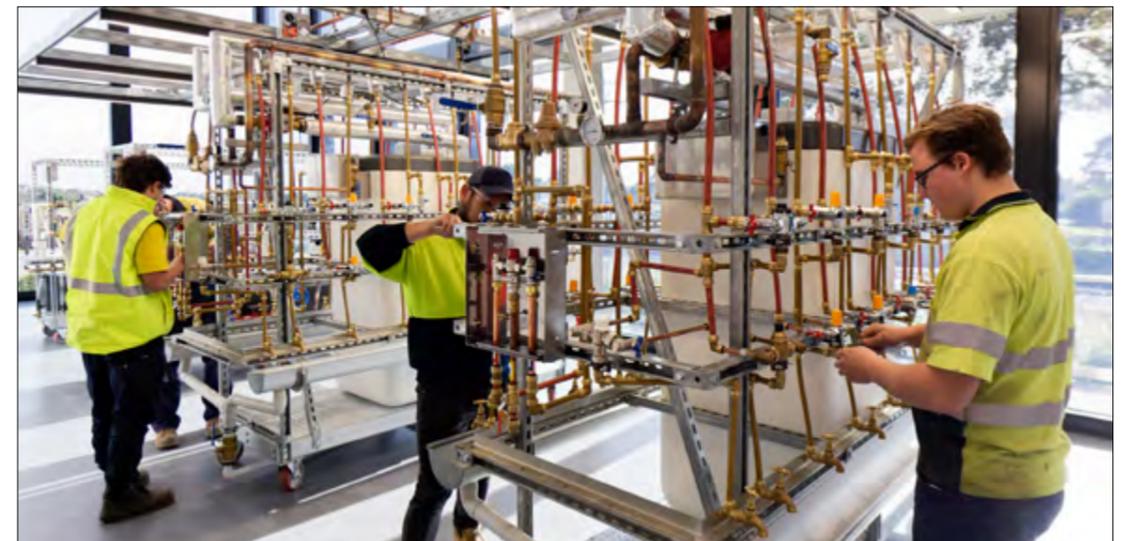
Master Plumbers delivered more than

112,000

hours of training to plumbing apprentices, post trade and licensed level programs.



Richard Hutchinson and Darius Schooli are two of the new trainers recruited to facilitate delivery at Narre Warren.



ABOVE: custom built TMV rigs built by NSG Plumbing BELOW: The first apprentice group ready at PICAC Narre Warren



07

A burgeoning digital ecosystem

Master Plumbers' continued investment in systems and infrastructure has enabled greater information sharing at a time when our members and the wider public have needed it most.

The investment in our state-of-the-art website, paired with our newly integrated CRM membership system and growing social media audience had the Association well-positioned to respond to each of the twists and turns in a unique but eerily familiar year.

The Association's website plumber.com.au had a 25 per cent surge in online traffic (230,477 page views) over the previous period with a 48 per cent increase in new visitors (78,000) interested in information housed within, and more than half of the people visiting the site (53 per cent) did so via a mobile device. The purpose built COVID-19 portal established in 2020 continued to be a big driver for traffic to the site and more than 10 per cent of all traffic (24,343 views) to the site was attributed to magazine and industry news articles.

Introducing text-based communications

In a year where communication was vital, Master Plumbers looked at ways to expand its communications channels to include a wider array of options for both members and the wider public to communicate with the Association.

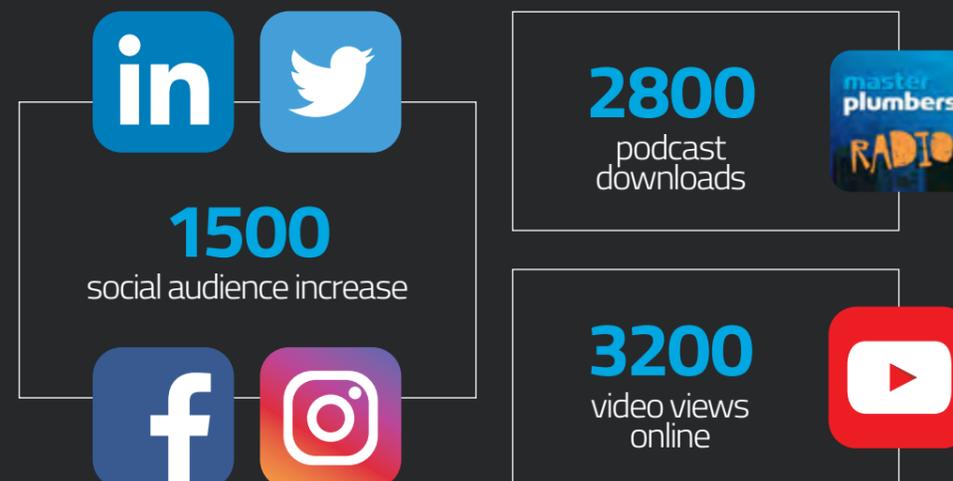
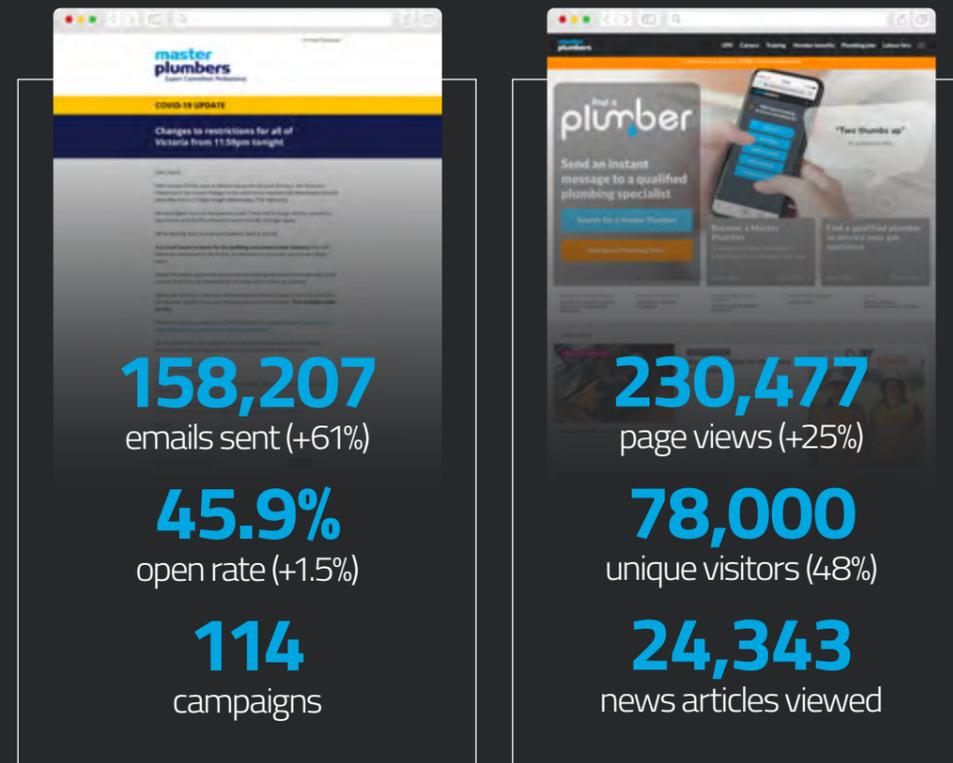
Podium, an online text-based platform, and corporate partner of the Association, provided a unique service offering to members that enabled a channel-agnostic, streamlined messaging service that combined text, social messaging and online reviews in one easy to manage online dashboard.

After witnessing a variety of member businesses achieve great efficiencies through using the service, Master Plumbers looked to implement the platform in its operations.

In addition to establishing a webchat function on plumber.com.au that received more than 300 messages in the first three months, Master Plumbers found greatest benefit in Podium's automated feedback workflow. The workflow function allowed Master Plumbers to generate a personalised text message alert that prompted recipients to provide a score out of 10 for a given topic. In our case it was to gauge the success of the Gas Safety Webinar series.

Over the course of the seven-week series, Master Plumbers received 1,020 responses from the 2,465 texts sent to series participants (41 per cent), at an average approval rating of 86 per cent. This information was extremely valuable to both Master Plumbers and our industry partners ESV and the VBA to ascertain the success of the series and inform future initiatives. In comparison, the feedback function from last year's series was an online survey that garnered less than 100 responses from a similar number of requests.

With more of the feature set to explore across the next 12 months and beyond, Master Plumbers will continue to work to discover additional technology solutions that will both enhance and complement its omnichannel communications strategy to meet members and other stakeholders where they are and deliver the most relevant and timely messaging.



08

Master Plumbers' Apprentice Awards

Throughout a long and rich history, the Master Plumbers has promoted and rewarded education and training through the Gold Medal and Training Awards.

At the Master Plumbers Apprentice Awards, we celebrate our highest achieving Plumbing Apprenticeships Victoria (PAV) and Master Plumbers Registered Training Organisation (RTO) Apprentices.

A great night was had by all who attended the 2021 Awards, with a long list of nominees for each award demonstrating the skill, effort and commitment of the students within the Master Plumbers RTO and PAV programs.

A big thanks to our Award Sponsors Cbus, PBA Safety, Incolink, inSinkErator, Milwaukee, Plumbing Apprenticeships Victoria, Reece and Rheem.

Master Plumbers would like to congratulate all of our apprentices for their achievements this year. Next year, we look forward to being joined by Plumbing Apprentices Queensland.

Master Plumbers RTO Awards

Nominees: Justin Jongsma, Cara Cutri, Jasmine Garner, Hexiang Gao, Josh Baker, James Mort, Reid Wakeham, Bradley Rob, Ashley Hobbs, Kade Perry, Mitchell Butt, Ben Ambrosi, Josh Traine

MOST OUTSTANDING 1ST YEAR APPRENTICE AWARD:
Cara Cutri

MOST OUTSTANDING 2ND YEAR APPRENTICE AWARD:
Hexiang (Bruce) Gao

MOST OUTSTANDING 3RD YEAR APPRENTICE AWARD:
Mitchell Butt (General Plumbing)

MOST OUTSTANDING 3RD YEAR APPRENTICE AWARD:
Ben Ambrosi (Mechanical Services)

Plumbing Apprenticeships Victoria Awards

Nominees: Johnathon Dai, Sera Cifuentes, Flynn Read, Ari Messiakaris, Shi Tong, Austin King, Charlie Zhu, Michael Langdon, Weiya Zhai, Shashi Deka, Will McEvoy, Shaun Scott, Michaela Healey, Harley Volgysei, Matthew Perriman, Nathan Brien, Jessah Iliopoulos, Ben Ambrosi, Marco D'Aversa.

SIR ROHAN DELACOMBE 1ST YEAR APPRENTICE AWARD:
Sera Cifuentes

PETER PRATT 2ND YEAR APPRENTICE AWARD:
Jessah Iliopoulos

DON PRITCHARD 3RD YEAR APPRENTICE AWARD:
Marco D'Aversa

ALFRED ATHERTON 4TH YEAR APPRENTICE AWARD:
Matthew Perriman & Shashi Deka

PAV Graduating Apprentices: (2019-2021)

Ermiyas Alebel, Arif Ali, Alexander Birch, Jarryd Trent Blakeman, Joshua Brunt, Gregory Cornelius Alexander Dick, Duy Do, Timothy Flook, Rodman Fulton, Christopher Harrington, Hamish Heather, Harrison Heaven, Tahley Houghton, William Kavanagh, Max King, Jacob McNeil Maloney, Errol McConnell, Mohamed Mohamed, Troy Powell, James Power, Haider Rahimi, Jesse Russell, Joel Russell, John Sharp, Manav Singh, Sukhpreet Singh, Frank Kenneth Smith, Liam Watts, Jeremy Wilcox, Daryl Williamson, Bryson Bonnet, Jesse Boyd, Luke Rajkovic, Hayden Dickson, Kliment Dimitrieski, Lachlan Simpson, Senja Hadzic, Herbert Hahn, Mark Ramsay, Andrew Hillier, Kelsey Houghton, Arminder Singh, Damian Koliba, Mitchell Lever, Thomas Tucker, Michael Nguyem, Lucas Pantoulis, Mohammad Hashim Totakhill, Tadan Vitacca, Norman Yazbek, Salem Zoghaib, Paul Zugaro

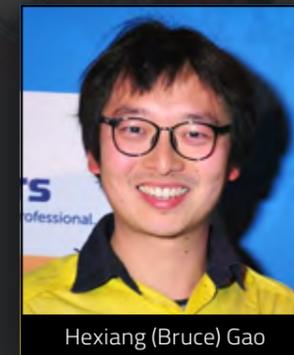


"It's a really neat award to win, especially in my first year of plumbing...when you're first starting to discover the whole trade, and the work is just incredible, there's so much problem solving to it. It's a great trade to be in." CARA CUTRI

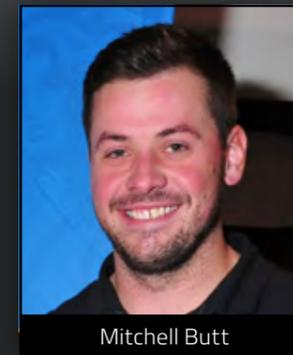


Scan the QR code to see the highlights from the awards night

ABOVE: (left to right) Sera Cifuentes, Jessah Iliopoulos and Cara Cutri



Hexiang (Bruce) Gao



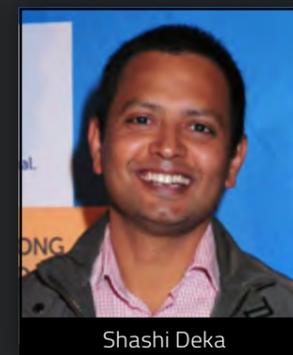
Mitchell Butt



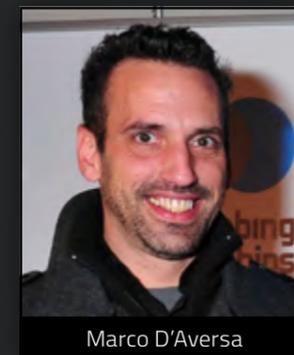
Ben Ambrosi



Matthew Perriman



Shashi Deka



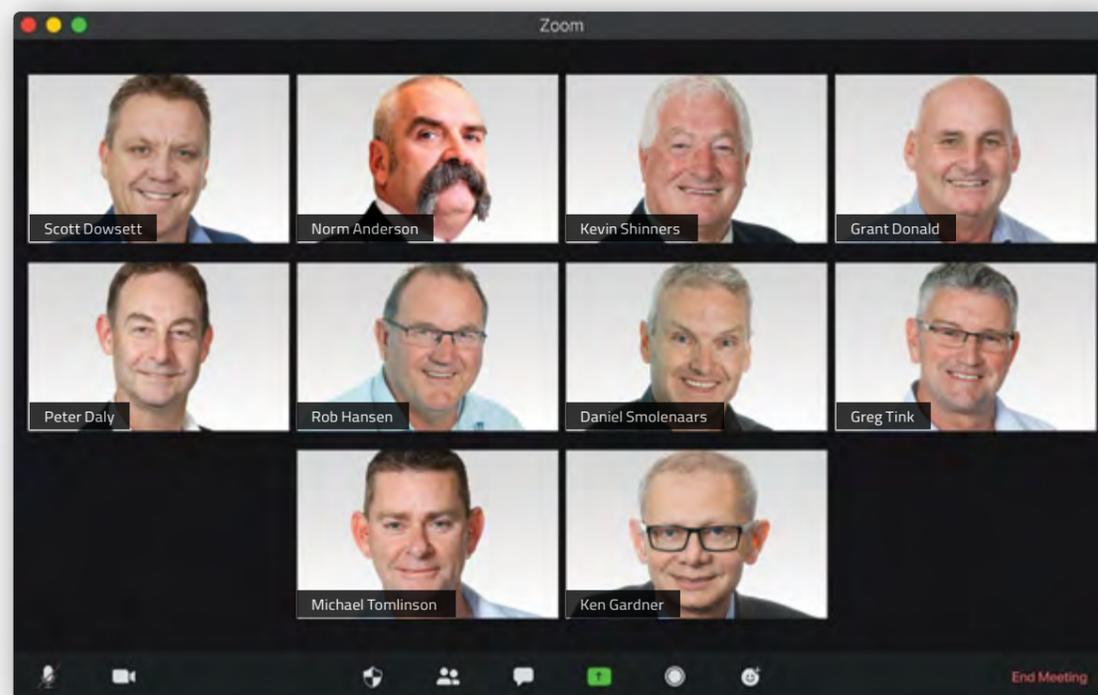
Marco D'Aversa

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Corporate Governance

The Board's role is to provide oversight of the strategic direction, governance and operation of the Association

The Board comprises eight Directors elected from the National Council, the Association Secretary who is appointed as Chief Executive Officer and up to two non-member non-voting Directors. Directors are elected in accordance with Article 21 of the Rules of Master Plumbers and Mechanical Services Association of Australia.



SCOTT DOWSETT PRESIDENT

Scott has over 35 years' experience in the commercial plumbing industry and has been a member of the Association since 1997. He is Director of Cooke & Dowsett Pty Ltd, an international Tier 1 commercial plumbing company that employs licenced plumbers across Australia and New Zealand.

Scott has been a committee member of the Major Contractors' Division since 2006 and is the current Chairman. Scott is also a Director of Master Plumbers Australia and New Zealand Ltd.

NORM ANDERSON VICE-PRESIDENT

Norm has more than 40 years' experience in the commercial plumbing industry and is the Director of NSG Plumbing Pty Ltd, a Melbourne-based company offering contract, maintenance, design and construct services. NSG Plumbing currently employs 70 full-time employees. Norm is an active member of the Major Contractors' Division and is a representative of the National Council, as well as a Member of the Victorian Government's Plumbing Advisory Committee.

KEVIN SHINNERS VICE-PRESIDENT

Kevin's company, Shinnars Plumbing, has been a Master Plumbers member since 1953.

In 2002, Kevin was presented with the Hygieia Award for outstanding voluntary services for the development of the plumbing industry and in particular, recognition of his dedicated involvement in pursuing improvements in apprentice training for the industry. Kevin was granted Life Membership in recognition of his continuing contribution to the Association.

In 2019 Kevin was presented with a Service Award in the Premier's Volunteer Champions Awards for his contribution to the plumbing industry.

GRANT DONALD HON. TREASURER

Grant is a qualified plumber who has been involved in the industry for over 45 years. He is a Director of Premier Plumbing Services, a commercial plumbing company based in Ballarat. Proudly, their membership with the Master Plumbers has continued unbroken for 70 years. Grant is a member of the Major Contractors' Division and the Australian Institute of Company Directors. Grant is also a Director on the board of CoINVEST and has just been appointed for a further four years.

PETER DALY SECRETARY, CHIEF EXECUTIVE OFFICER

With more than 20 years' experience in senior leadership roles in the corporate and not-for-profit sectors, Peter has a deep understanding of membership organisations and a proven history of working successfully with government and industry to build consensus around business and public policy outcomes. He is a Civil Engineer and a member of the Australian Institute of Company Directors.

Peter is a Director of the Indigenous Plumbing and Sanitation Foundation, Plumbing Staff Solutions, Master Plumbers Australia and New Zealand and a number of Master Plumbers' associated entities. He is also a member of the Incolink Audit and Risk Committee.

ROB HANSEN DIRECTOR

Commencing with Barden Roofing in 1983, Rob has been involved in all aspects of the business. Rob has been appointed a Director of Barden-Steeldeck Industries in 2006. He has extensive experience working with builders, employees and union representatives and is committed to ensuring activities are carried out in strict accordance with all state and federal government legislative requirements.

As a Board Member, Rob has a desire to ensure that roofing is protected and kept in the plumbing stream, to ensure that quality is paramount and protects the consumer from any unqualified persons carrying out unlicensed work to their properties.

DANIEL SMOLENAARS DIRECTOR

Daniel has over 20 years' experience in the plumbing industry. He is the Managing Director of Smolenaars Plumbing and has three facilities in Sale and Traralgon trading under the Laser Plumbing Group umbrella. The business has been established in Gippsland for over 40 years and delivers work across a broad section of Eastern Victoria between Mallacoota and Warragul.

Smolenaars Plumbing deliver across multiple facets of the plumbing industry covering commercial construction, complete fire systems including residential sprinkler fitting, specialising in maintenance plumbing and gas servicing. Over time the team have continued to expand the business into infrastructure developments, directional drilling and other core civil components.

GREG TINK DIRECTOR

Greg has over 30 years' experience both as a contractor and an educator. He has delivered over 15,000 hours of theory and practical training across the pre-apprenticeship, apprenticeship and post-apprenticeship programs at RMIT University. Greg has contributed to a number of industry handbooks, reports and training programs, including over a decade of involvement in developing and delivering Green Plumber training. He has also designed and managed the installation of various leading-edge workstations at PICAC.

MICHAEL TOMLINSON DIRECTOR

Michael has over 20 years' experience in the industry, 14 of those successfully running Tomlinson Plumbing, which services Geelong, the Surf Coast and the Bellarine Peninsula. He is passionate about continuing professional development and providing excellent standards of customer service and workmanship for his clients. He is keen to share his knowledge and expertise with other plumbers, believing that it's important to help others in the industry to broaden their skills. Michael is also a non-Executive Director of The Chase and Tyler Foundation.

KEN GARDNER DIRECTOR (NON-VOTING)

Ken has a long association with the Plumbing Sector, initially through his roles at the Office of Gas Safety and Energy Safe Victoria and then directly at the Master Plumbers Association. He continues to work with the Plumbing Sector on a Broad range of issues. Ken is currently the Chair of the Plumbing Advisory Council in Victoria and represents the Industry nationally on the Construction Industry Skills Council.

National Council

National Council provides oversight of the Association's policies, Rules and member conduct. National Councillors are elected for a two-year term from their member categories (B to F) by members of the Association in that category. Half of National Council is up for election each year.



PHILL CRAIG
NATIONAL COUNCIL REPRESENTATIVE

Phill has carried a passion for people, plumbing and business for over 30 years and is the Director at O'Brien Electrical and Plumbing Vermont where he combines all three elements. With national coverage of both trades, Phill likes to engage in high functioning team environments, constantly striving for more for clients, colleagues and the plumbing industry.

GLENN HOWARD
NATIONAL COUNCIL REPRESENTATIVE

Glenn Howard has over 25 years' experience in the plumbing industry and is Director of Beachside Plumbing Group Pty Ltd, a national plumbing organisation who deliver domestic and commercial plumbing maintenance and emergency services Australia wide.

Glenn was the National Training Facilitator for the Master Plumbers for six years delivering Green Plumber training across Australia. In 2009 Glenn Howard won the Green Plumber of the Year Award and Beachside Plumbing won the Green Plumbers Commercial Project of the Year Award.

PETER JENSEN
NATIONAL COUNCIL REPRESENTATIVE

Peter is a long-time member of Master Plumbers through his business Worboys Plumbing that he ran for more than 35 years, achieving life member status of the Association in 2016. Now semi-retired, Peter maintains his appetite for the industry he loves through part-time consultancy work and by curating the Master Plumbers tool and historic artefact collection, where he maintains a collection of plumbing artefacts and tools from yesteryear to inform the students of today and remind us all of how far we have come as an industry.

DAVID MCCARTHY
NATIONAL COUNCIL REPRESENTATIVE

David has been plumbing for almost 20 years now, his career has taken him all over Australia including a stint in Perth, and working as an M&E Manager for one of the UK's biggest building companies, Ardmore, in London. David started his business David McCarthy Plumbing in 2013 in Melbourne's west and the business is multi-award winning including New and Emerging Wyndham Business Award Winners in 2016 and Trades Business of the Year in the National My Business Awards in 2019 and 2020. His business passion is investing in his team and his aim is to create a culture of happy, talented plumbers.

CHRISTOPHER UNWIN
NATIONAL COUNCIL REPRESENTATIVE

Christopher has over 15 years' experience in the plumbing industry. He is a graduate of the Master Plumbers Group Training Scheme. He started his own business, Around The Clock Plumbing Pty Ltd, in 2000, specialising in commercial maintenance work throughout Victoria. He strongly believes in the importance of future proofing our industry and upskilling both plumbers and apprentices. Christopher is looking forward to contributing further to the plumbing industry through his role on the National Council.

Other National Councillors comprise Scott Dowsett (Chair), Norm Anderson, Kevin Shiners, Grant Donald, Rob Hansen, Daniel Smolenaars, Greg Tink, Michael Tomlinson, Ken Gardner & Peter Daly (Secretary).

National Council Advocacy Teams

The National Council Advocacy Teams (NCATs) constitute advisory bodies to Master Plumbers to assist it to advance strategic advocacy priorities set from time to time by National Council. The four advocacy priorities currently comprise Large/Complex Plumbing; Passive Fire; Insurance Issues; and Gender Equality in the Construction Industry. In addition, National Council has formed a Membership Support Group (MSG) to provide advice and assistance with membership initiatives.

In 2021, these teams actively contributed to Master Plumbers advocacy agenda and helped to further key initiatives under Master Plumbers Strategic Plan. They play a critical role in providing technical input, acting as industry liaisons and driving deeper and more meaningful engagement with members across the State.

LARGE/COMPLEX PLUMBING

This group initially advocated for greater regulatory oversight on larger and more complex plumbing installations resulting in a current DELWP project focusing on existing Insurance requirements, improving compliance and design and the potential for additional training for those in this sector.

Convenor: Norm Anderson

PASSIVE FIRE

This group has a dual role to source training for plumbers who carry out this work and to advocate for a formal compliance regime through registering certifiers and installers.

Convenor: Michael Tomlinson

INSURANCE

The insurance group helped shape Master Plumbers Discussion paper on critical insurance issues affecting our industry and continues to actively work towards a sustainable solution to these issues.

Convenor: Daniel Smolenaars

GENDER EQUALITY IN THE CONSTRUCTION INDUSTRY

The group is actively working to support Master Plumbers' Women in Plumbing program through promotion, mentoring and assistance in developing resources to encourage and support business owners in attracting and retaining more women in the industry.

Convenor: Christopher Unwin

MEMBERSHIP SUPPORT

The membership group has played a critical role in reaching out to members over the past year to drive greater engagement and understanding of what members value most. They continue to champion Master Plumbers' value proposition with a core focus on raising awareness about the benefits of greater involvement in the Association and our industry.

Convenor: David McCarthy



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Financial Report

Statement of profit or loss and other comprehensive income for the year ended 30 June 2021

REVENUE	2021 (\$)	2020 (\$)
OPERATING REVENUE		
Government grants	3,526,250	858,230
Apprentice and tradesmen hire	7,530,534	9,263,272
Members' subscriptions and related services	1,178,877	1,185,891
Training	2,376,579	2,110,509
Magazine advertising	182,236	199,431
OTHER REVENUE		
Investments & property rental	392,788	330,725
Royalties	351,531	316,067
Other revenue	265,453	44,107
TOTAL REVENUE	15,804,248	14,308,232
EXPENSES		
Employee expenses	11,199,158	10,592,188
Occupancy expenses	140,244	130,735
Professional services & legal fees	362,246	568,681
ICT expenses	110,001	79,761
Motor vehicle expenses	30,602	29,396
Administration & other expenses	3,551,227	2,222,696
TOTAL EXPENSES	15,393,477	13,623,457
Profit before income tax	410,771	684,775
Income tax expense	(1262)	(205)
Gain/(loss) on revaluation of land & buildings	0	0
GAIN ON REVALUATION OF FINANCIAL ASSET	37987	(262681)
TOTAL COMPREHENSIVE INCOME	447,496	421,889

Statement of financial position as at 30 June 2021.

CURRENT ASSETS	2021 (\$)	2020 (\$)
Cash and cash equivalents	2,890,234	2,034,010
Trade and other receivables	2,790,313	1,750,906
Other assets	183,220	27513
Financial assets	528,125	227,536
TOTAL CURRENT ASSETS	6,391,893	4,039,965
NON-CURRENT ASSETS		
Financial assets	4,521,651	4,527,859
Property, plant and equipment	2,801,847	2,736,337
Investments	9,400,763	9,544,155
Intangibles	72,450	44,150
TOTAL NON-CURRENT ASSETS	16,796,712	16,852,501
TOTAL ASSETS	23,188,605	20,892,466
CURRENT LIABILITIES		
Trade and other payables	3,195,407	1,590,089
Employee benefits provisions	802,398	576,999
TOTAL CURRENT LIABILITIES	3,997,804	2,167,088
NON-CURRENT LIABILITIES		
Employee benefits provisions	66,019	48,093
TOTAL NON-CURRENT LIABILITIES	66,019	48,093
TOTAL LIABILITIES	4,063,823	2,215,181
NET ASSETS	19,124,781	18,677,285
EQUITY		
Retained earnings	19,033,925	18,624,416
Reserves	90,856	52,869
TOTAL EQUITY	19,124,781	18,677,285

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In Memoriam

The Master Plumbers and Mechanical Services Association of Australia was saddened by the loss of Life Member and industry stalwart Barry Cooper and long-time Member Geoff Moroney in 2021.



Barry Cooper

Barry was renowned as a significant contributor to the plumbing industry by all who knew him during a career that spanned seven decades. In addition to his wealth of knowledge specific to plumbing, Barry was also known for his business intelligence and was a respected adviser to many who sought his counsel, recalls good friend and fellow Life Member, Bill Durham.

"Barry was a very knowledgeable man across many areas of plumbing and business and someone whom I respected a lot. It is the people of Barry's calibre, with a passion for the industry and its development, that enable our industry to grow the way we need it to."

Barry was a distinguished member of the Master Plumbers Association and Major Contractors' Division and a passionate advocate for developing the next generation of plumbing professionals, forging a legacy that will remain for many years to come. Vale Mr Cooper.



Geoff Moroney

Geoff enjoyed a long and successful career in plumbing that spanned five decades. He was well known throughout the Central Victoria region where he was the local Chairman of Master Plumbers for a number of years. Geoff was also Chairman of the Master Plumbers Conference Committee for a period of time and was influential in his role as Chairman of the Bendigo Master Plumbers Charity Golf Day for 20 years, a charity golf day that has raised over \$330,000 for children's charities.

Geoff's contribution to the plumbing industry and his selfless charity work leaves behind an extraordinary legacy. He was a friend to all working contractors and pushed the benefits of Master Plumbers membership as a key to success in business. Geoff's business, Moroney's Plumbing & Supplies, has been a member of Master Plumbers for almost 40 years. He will be sadly missed. Vale Mr Moroney.

"I want to thank the Master Plumbers team for all the support - from update texts to the information provided through your emails. Please keep it up as **we are all looking for guidance, especially us younger business owners.**"

Master Plumbers member

Master Plumbers and Mechanical Services Association of Australia

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