

**master
plumbers**

Expert. Committed. Professional.

ANNUAL REPORT

2022





Plumbing & Fire Industry Awards 2021

(L to R) Peter Daly - CEO Master Plumbers,
Khayne Horman - Andrew Letten Gold Medalist,
Cameron Baker - Executive Director, Apprenticeships Victoria

Contents

Introduction from the President and Chief Executive	4
Putting Plumbing Industry Priorities on the Agenda.....	12
Growth and Membership.....	14
Representing Member Interests	16
Training our Industry	20
Keeping Members Informed	22
Group Training and Apprenticeships.....	26
Women in Plumbing.....	28
Events	30
Plumbing and Fire Industry Awards.....	32
Apprentice Awards.....	34
Corporate Governance.....	36
National Council	38
Financial Report	40



COVER IMAGE: HAZEL BURSIC AND ANTHONY BRADFORD FROM PLUMBING APPRENTICESHIPS VICTORIA (PAV)

Introduction from the President and Chief Executive



The plumbing industry has reached a crossroad. The past few years have tested the resilience of our industry in more ways than we could have imagined and collectively, we have worked incredibly hard to keep the lights on, our sites safe and the economy moving forward. The COVID experience, albeit unfinished, has left us stronger, smarter and better positioned for the volatile world we live in. From escalating costs, skills shortages, supply chain issues and regulatory burdens on business, to the transition away from gas, our industry finds itself at more tipping points. But plumbing has, and always will, play a critical role in the world we live in, and it is not a question of if, but how, we will respond to change.

Over the past year, Master Plumbers has identified the issues of greatest importance to our members and developed a comprehensive action plan to address them and future-proof our industry. We have worked tirelessly ahead of the upcoming State Election to influence key decision makers and lobby all sides of politics to commit to these actions and we will continue to hold them to account. Master Plumbers is very proud to detail the real wins we have already achieved on behalf of our members in this Annual Report and we look forward to reporting many more through the year ahead. Together with an ever-evolving suite of best-practice training, innovative programs, products and services, Master Plumbers remains committed to supporting the success of our members, helping them stay well ahead of the game and ensuring our industry is positioned to not only take the opportunities that lie ahead but to shape them.

COVID-normal?

In the 21 months to November 2021, Victorians were in COVID lockdowns for a world-record of 262 days. The industry found itself in and out of restrictions and while the rollercoaster of changing requirements didn't seem as bumpy in the past year, it was still a challenge to keep up. For members, the focus shifted away from *if* they could operate, to *how* they would operate in a COVID-normal environment that would prove to be anything but normal.

The complexities around vaccination mandates, testing, reporting, isolation and density limits proved to be an area of confusion and significant administrative burden for many members. Master Plumbers continued to play a crucial role in monitoring every announcement, consulting with key decision makers and then contextualising the guidance for our members, making it available in real time. With a large proportion of our members being small businesses, this information spared them from having to decipher everything themselves and focus instead on keeping afloat.

From a practical perspective, Master Plumbers experts provided members with tailored advice on their obligations and rights as employers. Dedicated communications, webinars and resources were designed to help members implement the workplace protocols and procedures required to keep their workplaces safe and compliant. We also connected members with key suppliers of masks, testing kits and sanitiser during periods when supplies were difficult to obtain. Master Plumbers also shared advice and resources with our smaller industry association stakeholders representing businesses in the outdoor and finishing trades.

Behind the scenes, Master Plumbers remained a key voice at the table this year, ensuring that governments understood the critical role of our industry in maintaining public health and the impact of restrictions on the activities of our members. Our industry worked incredibly hard to stay open through COVID and during the past year, we worked hard to maintain that privilege. Master Plumbers worked alongside our fellow plumbing industry and employer associations to encourage members to maintain their COVIDSafe practices. For example, late last year, Master Plumbers and National Electrical Contractors Association (NECA) ran a half page ad in the Herald Sun to remind our members to stay safe, with a particular call out to wear masks to avoid further shutdowns at short notice. We also worked closely with key stakeholders Master Builders Victoria and the Plumbing and Pipe Trades Employees Union and acknowledge their contribution during this period.

Communications

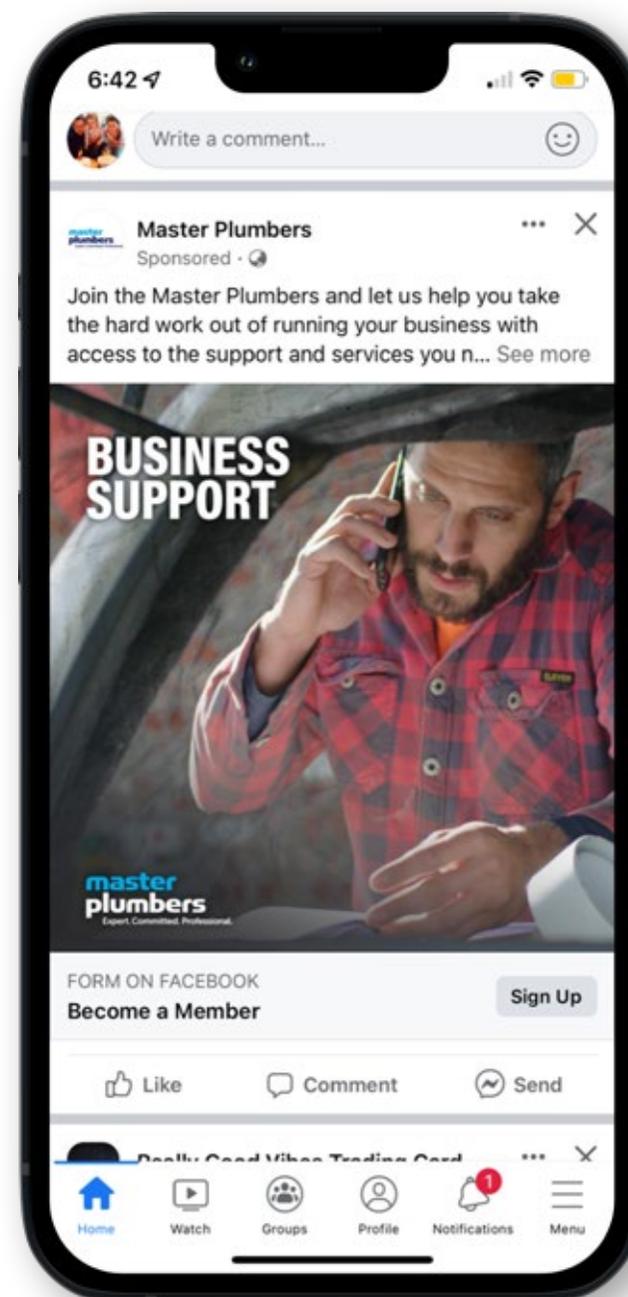
Over the past few years, Master Plumbers has firmly established a multi-channel communication strategy to ensure that members can access the information they need, when they need it and how they want it. We know our members are time-poor and that they consume information in a variety of ways.

In order to better serve our members, Master Plumbers has expanded our communications team to boost engagement and the exchange of information across our digital and social media channels.

Master Plumbers' social media audiences have grown by 11%. Visits to the Master Plumbers' website have remained steady at well over 200,000 page views. Master Plumbers sent over 166,000 emails to members this year and maintained an open rate of more than 52% which is more than double industry benchmarks.

It can be increasingly difficult to stand out in the digital arena, and to that end, Master Plumbers has invested in ongoing social media and Google marketing campaigns to target key audiences and ensure our member benefits are front and centre of those who will benefit from them the most. The 'always-on' marketing continues to strengthen Master Plumbers' brand awareness and drive more traffic to sites such as our Find-a-plumber member directory.

Our magazine 'Australian Plumbing' hit over 22,000 mailboxes in June this year, sporting a new look and feel, with a refreshed design and a higher quality print product. The publication which is distributed quarterly also has a growing database of over 3,000 digital subscribers and includes a range of technical features, industry updates, member profiles and new features including car and product reviews tailored for plumbers. This year we also welcomed a new partnership with Master Plumbers Tasmania whose members now receive Australian Plumbing complete with local Tasmanian stories.





The value of membership

Master Plumbers exists to support the success of our members by providing them with assurance, a competitive advantage and influence on the issues that matter most. In an increasingly challenging environment, more members than ever leaned in towards Master Plumbers, with total membership reaching 1,026 by 30 June 2022, collectively representing over 7,000 plumbing professionals across Victoria.

Master Plumbers has undertaken a measured expansion over recent years, strategically investing in capability, infrastructure and technology. In 2022, the Association has focused on integrating existing systems and process improvements to drive greater efficiency and customer experience.

Email conversations with members can now be directly stored onto the member's record. The new software connects Microsoft Outlook with Master Plumbers' CRM, allowing the two systems to 'talk' to each other, capturing emails sent to and from members in their 'activity' history. Master Plumbers' CRM has also been connected to a new digital phone system - allowing the system to recognize when a member is calling and help respond to their query more rapidly. Further work is underway to integrate systems across the business, creating a more holistic view of members, their preferences and their needs.

Master Plumbers' in-house team of experts answered over 4,800 phone calls last year from members seeking assistance. Our website received over 217,000 visitors looking for the latest updates, templates and tools to navigate the pandemic and the new Master Plumbers' webchat function made it even easier for members to engage with us via SMS.

While members continue to reach out for tailored assistance and advice, ongoing enhancements to Master Plumbers' new membership portal are making self-service a more convenient option for many. With 24/7 access, the portal is an increasingly popular channel for members to make payments, change their details and access all the benefits of membership.

With a membership spanning the entire state, the Zoom digital platform has made it possible for more members to join us with hundreds taking advantage of the wide range of on-line events, meetings and webinars available throughout the year. 2022 however, has seen a resurgence of the face-to-face event and members have loved the opportunity to meet in person again. Over the year, events such as our Members' Christmas Party, Master Plumbers' Apprentice Awards, the Plumbing and Fire Industry Awards and Plumbing on show Expo brought together almost 1,000 people. Members can expect many more face-to-face opportunities in the year ahead including golf days, professional development opportunities and social events. However, we will continue to offer the best of both worlds, with an ongoing calendar of both virtual and hybrid events over the year.

In 2022, Master Plumbers introduced a suite of new member benefits to enhance our offering including Fleetcard, which provides members with up to four cents discount at over 90% of fuel stations and access to partner discounts to ease the burden of vehicle maintenance and running costs. Members also saved thousands of dollars on the costs associated with running their business in 2022 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 one million dollars over the last year.

Master Plumbers has continued to expand our OHS offering to members with our tailored safety systems and on the ground advice and consultancy offering. We have expanded our offering to Western Australia and are also working with our Master Plumbers counterparts in other states to offer tailored on-demand safety systems across Australia.

Industrial Relations

Over the past year, Master Plumbers continued to provide a high level of support for members trying to navigate their obligations in a COVID-normal world. Our industrial relations expert also ensured that members were aware of and supported in the face of a host of significant changes in employment law that occurred this year:

- Master Plumbers was successful in varying the *Plumbing and Fire Sprinklers 2020* to include Schedule X – Additional Measures During the COVID19 Pandemic.
- Changes were made to the *Fair Work Act 2009 (C'th) (FW Act)* by the *Sex Discrimination and Fair Work (Respect at Work) Amendment Act 2021 (C'th) (Amendment Act)* to improve the protections for victims of sexual discrimination and / or harassment in the workplace.
- The Compassionate Leave provisions in the National Employment Standards (NES) were amended to allow an employee who has suffered a miscarriage or an employee whose spouse or de facto partner has suffered a miscarriage to take Compassionate Leave.
- The High Court handed down two decisions that would have a profound effect on contractors and sub – contractor arrangements. For those members using contractors and subcontractors, these changes mean that they must ensure that any arrangement entered into is in writing and expressly states that the relationship entered into between the two (2) parties is one of contractor / sub – contractor.
- Following the election of the new Commonwealth Government, the Building Code was (as promised) significantly altered. The overall effect of the changes has resulted in the Building Code having very little, if no, work to do.



Positioning our industry for the future

Master Plumbers is committed to protecting our members' interests not just on the issues that impact our industry today, but those that threaten our long-term future.

Together with key stakeholders, dedicated National Council working groups and our members, we have broadened our engagement, deepened our understanding of the issues and strengthened our voice. Over the past year, we represented our members on over 30 steering committees, provided formal submissions to over 70 enquiries and engaged in thought leadership through discussion papers and industry forums.

Master Plumbers has been at the forefront of advocacy for 'calling up' AS 4575 in the Victorian plumbing regulations to set a minimum standard for gas appliance servicing, because of the benefits accruing to the community, consumers and our industry. We have also been successful in making consequential alterations to the Residential Tenancies Act to improve oversight and reporting. While we welcomed the Government's adoption of this recommendation earlier this year, the hasty implementation and onerous reporting requirements put undue burden and risk on our members. Master Plumbers took direct action resulting in the immediate removal of the VBA portal set up as the sole means of lodging gas service reports. Practitioners were offered more practical lodgement options and Master Plumbers will continue to work with the relevant government departments on refining the existing Gas Safety Act Regulations to reduce the longer term regulatory and administrative burden on our members.

This year, Master Plumbers released our policy manifesto, Plumbing Industry Priorities which sets out, in clear terms, the issues that matter most to Master Plumbers and our members and why. It shines a light on the key issues facing our industry

and identifies eight priority areas for action which we believe are critical to our future and the safety of the communities we serve. Through the course of the year, Master Plumbers has shared this document with members, key stakeholders and policy makers. We have lobbied all sides of government ahead of the November State Election and are closely monitoring the commitments made by each party. We will continue to hold government to account on delivering their promises and ensure these action items remain on their agenda.

In June, Master Plumbers CEO Peter Daly represented Australian employers at the International Labour Organisation (ILO) Conference at the United Nations in Geneva as part of an Australian delegation funded by the Federal Government. The ILO is the United Nations agency which sets labour standards, policies and programs promoting decent work. Master Plumbers made influential contributions to negotiations of the General Affairs Committee, finalising a convention to add Safety and Health to the current four categories of Fundamental Principles and Rights at Work being: freedom of association and the effective recognition of the right to collective bargaining; the elimination of all forms of forced or compulsory labour; the effective abolition of child labour; and the elimination of discrimination in respect of employment and occupation. Following ratification by Federal Parliament, ILO standards become law in Australia.

Training for our future

Working with our key partner the Plumbing Industry Climate Action Centre (PICAC) Master Plumbers' commitment to supporting the success of our industry and our members is critically dependant on training.



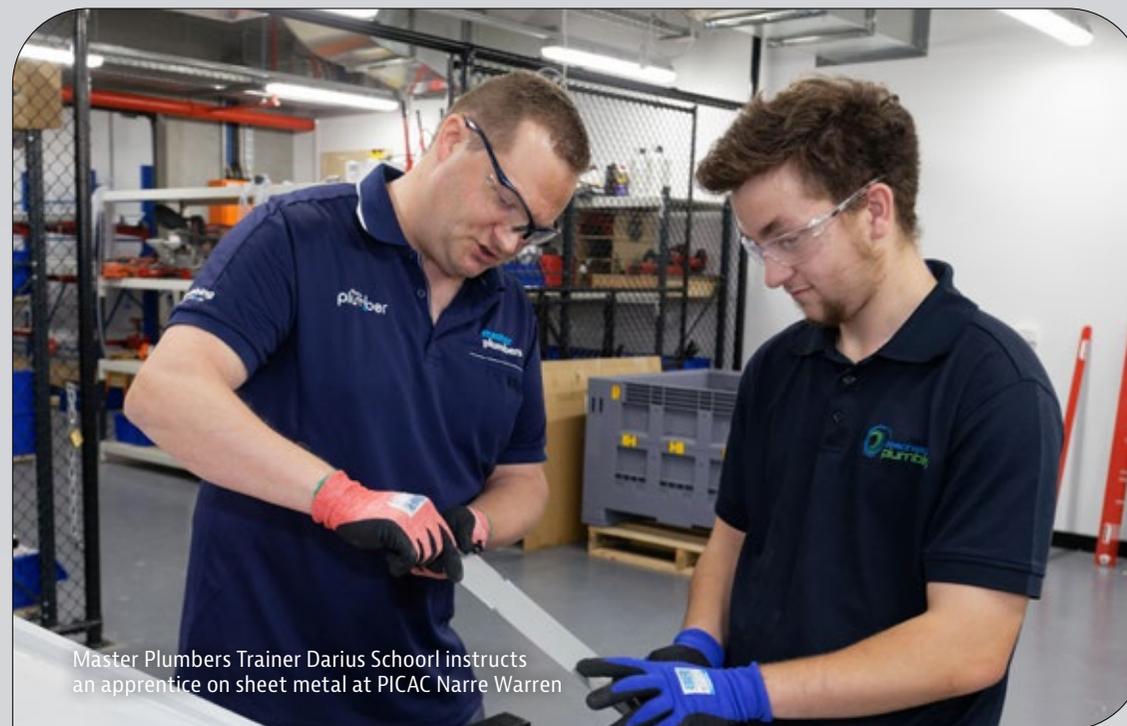
Our team has again excelled in their ability to maintain the high level of education and training the industry has come to know and expect from Master Plumbers. In 2021/22 Master Plumbers delivered more than 110,000 hours of training in apprentice, post trade and licence level programs. Five new trainers joined our team to boost our capacity and support the more than 300 apprentices enrolled in Brunswick and Narre Warren alone.

Underpinning the success of Master Plumbers' industry-leading training are its facilities. Together with industry partners, Master Plumbers has invested in an advanced and sophisticated network of specialist plumbing training facilities. Across four state-of-the-art sites in Victoria and Queensland, in jointly-owned PICAC campuses high-end training is delivered in key emerging sectors like hydrogen energy, water recycling and solar energy integration. To complement our existing courses, Master Plumbers is also developing purpose-built blended delivery solutions incorporating multimedia and interactive content to heighten engagement and support learners at all stages of their plumbing education. Borne out of the success of remote delivery during COVID, these blended solutions will help meet a growing demand for high-quality training courses across the State.

Continuing Professional Development

Master Plumbers has actively participated in the Victorian Government's enquiry on an industry-wide mandated Continuing Professional Development (CPD) program, and has been influential in the development of the Regulatory Impact Statement (RIS) which the government has delayed until 2023 because of the State Election in November.

Master Plumbers maintains its dedication to lifelong learning and future-proofing our sector through our industry leading CPD program. This year, more than 3,000 people participated in



Master Plumbers Trainer Darius Schoorl instructs an apprentice on sheet metal at PICAC Narre Warren

the Master Plumbers program thanks to an expanding array of educational possibilities. Participants now have a one-stop shop where they can search for courses by date, location, and category and login straight to their portal to record their CPD activity and manage their accounts thanks to a new CPD portal and online course directory.

Group Training

Master Plumbers has long been committed to working with apprentices and employers to provide quality, mutually beneficial pathways and opportunities. Our Group Training Organisations, Plumbing Apprenticeships Victoria (PAV) and Plumbing Apprentices Queensland (PAQ) employ over 170 apprentices per year. We provide plumbing businesses of all sizes across Victoria and Queensland with high quality, cost effective apprentices to meet their needs.

This year, we welcomed a number of new, highly qualified and experienced managers, OHS experts and field officers into our GTO, further boosting the capability in our teams. In our second year plagued by COVID-related disruptions, Master Plumbers is incredibly proud to report that PAV and PAQ did not terminate the employment of a single apprentice. Even through a good portion of the lockdown, apprentices were encouraged to continue training and they all continued to work. Field Officers also utilised social media and virtual platforms to mentor and support each and every apprentice with almost 400 individual check-ins as well as hundreds of other informal discussions regularly taking place.

With increasing demand for quality apprentices, Master Plumbers has placed a strong focus on attraction and recruitment. Together with targeted programs such as Women in Plumbing, the team have been working hard to engage with pre-apprenticeship programs, careers advisors and schools to promote the industry and apprenticeship pathways. As part of this growth trajectory, there has been a strong focus on encouraging more businesses to explore the significant cost, flexibility and time saving benefits of using PAV and PAQ to manage their apprentice labour needs.

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 only account for 2% of the construction workforce, Master Plumbers is shifting the dial with an innovative new Women in Plumbing program, launched in 2021.

Women in Plumbing is a Master Plumbers and Plumbing Apprenticeships Victoria (PAV) initiative that supports female students, apprentices, and plumbers at every step of their

journey, including providing paid pre-apprenticeships, direct entry to Plumbing Apprenticeships Victoria and an array of networking, mentoring, training, and social opportunities. Backed by a major grant from Apprenticeships Victoria and investment of our own resources, the pilot program has already driven a 25% increase in the number of women in the industry and is well on track to reaching 50% growth in the next year.

The opportunities ahead of us

We require no further proof of the sheer tenacity of our industry and its ability to respond to change. The past few years have been testament to that, and Master Plumbers is proud of the role we have played in supporting and championing our members' interests throughout this period. Having focused on surviving and responding to the crisis for so long, this year we have consolidated our efforts in order to position our industry for the challenges and incredible opportunities that lie ahead. Internally, we have invested in our teams with new HR management and training platforms, compliance and operations frameworks and processes. We have integrated multiple systems across the business across membership, training, GTO and finance to drive efficiency improvements and unlock more sophisticated reporting and analytics capability. We move forward smarter, stronger and future-ready.

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. We will continue to protect our members' interests and secure the future of our industry through an expansion in our online and in-house training offerings and CPD programs to support the emerging training and development needs of the industry. We will pursue all levels of government and policy makers to take action on the looming issues for our industry



Master Plumbers' Board and National Council

and hold them to account. 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 all arms of the Association will work together to support the success of our plumbing businesses.

We are pleased to report that the Association returned an operational profit of nearly \$295,000 in a difficult year for business. Member equity increased by a modest \$11,800 reflecting re-evaluation of our financial assets at 30 June in a volatile market.

To our members, we would like to thank you for the incredible contribution you continue to make to the industry and our Association. We welcome our new members and thank existing members for their continued loyalty. To our corporate partners and key stakeholders, we thank you for your ongoing commitment to

collaboration and supporting the success of our industry. 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.

We look forward to standing beside and supporting you for many years to come.

Scott Dowsett
President

Peter Daly
CEO & Secretary

Putting Plumbing Industry Priorities on the Agenda



In 2022, Master Plumbers released a comprehensive update to its policy document, 'Plumbing Industry Priorities', setting out the issues that matter most to Master Plumbers and its members and why.

'Plumbing Industry Priorities' forms the basis of a concerted advocacy campaign launched by Master Plumbers ahead of the 2022 Victorian State Election. It gives stakeholders, policy makers and legislators an insight into the critical role the plumbing industry plays in the key areas of economic, health, community and environmental policy. It shines a light on the key issues facing our industry, challenges current approaches and identifies workable solutions.

Through an ongoing campaign of targeted lobbying, member and stakeholder engagement and awareness raising, Master Plumbers has worked tirelessly to ensure that decision-makers at all levels of government and those aspiring to government are informed of our industry's priorities to build a stronger plumbing industry.

Over the term of the next government, Master Plumbers will continue to monitor progress against the commitments made and continue to lobby all sides of politics to ensure the issues that matter most to our members remain firmly on the agenda. Read the full report at www.plumber.com.au/2022election

Plumbing Industry Priorities

Protecting our public health, safety and energy futures

master plumbers
Expert. Committed. Professional.

Snapshot at June 2021



Victorian Building Authority (2021), 2021 Annual Report, vba.vic.gov.au

Highlights of the Master Plumbers Action Plan

The full list of 30 items contained in the Action Plan can be found at www.plumber.com.au/2022election

Action 1

Federal and State governments must ensure expert, knowledgeable and well-resourced regulators which engage closely with industry to ensure oversight is relevant, up to date and practical to implement.

Action 2

Governments at all levels need to work together to ensure consistency across jurisdictions and target best practice national regulations rather than a lowest common denominator approach.

Action 3

Government must work to agree, set and achieve a minimum 5 per cent audit rate for plumbing work and consult with industry to develop a stronger risk-based audit program.

Action 4

Government must work with industry to develop regulatory treatments which meet the needs of complex plumbing work.

Action 5

Government must commit to establishing a process to revise and update the Ministerial Order(s) regarding compulsory plumbing insurance as well as addressing the inconsistency between the period of insurance coverage in the Ministerial Order and that required by the Domestic Building Contracts Act 1995 and the Building Act 1993.

Action 6

Government must commit to addressing the misalignment between plumbers and designers and recognise the qualification of plumbers to perform design work.

Action 7

All governments must secure payments from misuse and the risk of head contractor insolvency by mandating job-specific trust accounts. Money paid by a developer for a job should be allocated and spent only on that job and payment dates specified in works contracts must be adhered to by the principal contractor.

Action 8

Government must recognise the integral part plumbing will play in the clean economy using hydrogen as a fuel gas for industrial and domestic applications.

Action 9

The Australian Government should fund apprenticeship wage subsidies for at least the next two years at 30 per cent for the first 12 months and 15 per cent for 2nd year apprenticeships.

Action 10

Federal and State governments should provide increased resources for schools to provide quality, unbiased and up-to-date careers education, including a significant rebalance towards vocational education options.

Action 11

The Victorian Government must introduce mandatory CPD for registered and licensed plumbers in Victoria in line with the Master Plumbers CPD model.

Action 12

Government must continue their commitment and funding of programs which provide for greater diversity in the industry.



Growth and Membership

3

Master Plumbers membership grew to 1,026 members by 30 June 2022, collectively representing approximately 7,000 plumbing professionals across Victoria. Drawn to the assurance of the Association, members continued to lean on Master Plumbers for a range of services through the year including representation on the issues affecting their businesses, free expert advice, services, and resources to help them stay safe, compliant, and one step ahead of the competition.

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. Ongoing enhancements to Master Plumbers new membership portal are making self-service a more convenient option for many. With 24/7 access, the portal is an increasingly popular channel for members to make payments, change their details and access all the benefits of membership.

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 fuel offer: Members now have access to Fleetcard, which provides members with a 2-4 cent discount at over 90% of fuel stations and access to partner discounts to ease the burden of vehicle maintenance and running costs.

New hybrid events: To give members access to the best of both worlds, Master Plumbers launched our first series of hybrid meetings this year. Our divisional meetings and seminars will continue to be held both virtually and in person to allow members across the state to join in.

The return of face-to-face events: From the Apprentice Awards to a crowd of over 500 at the Plumbing and Fire Industry Awards, members loved the opportunity to catch up in person again and will see many more face-to-face events on the calendar going forward.

Regional Victorian member meets: A roadshow of regional member events kicked off in Albury this year and are continuing to roll out across the state. Designed to bring regional plumbing businesses together with Master Plumbers experts and key stakeholders, the casual member meets are an opportunity for members to meet each other and learn more about the benefits of membership.

Expanding CPD library: Master Plumbers' CPD portal and growing online course library 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.

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

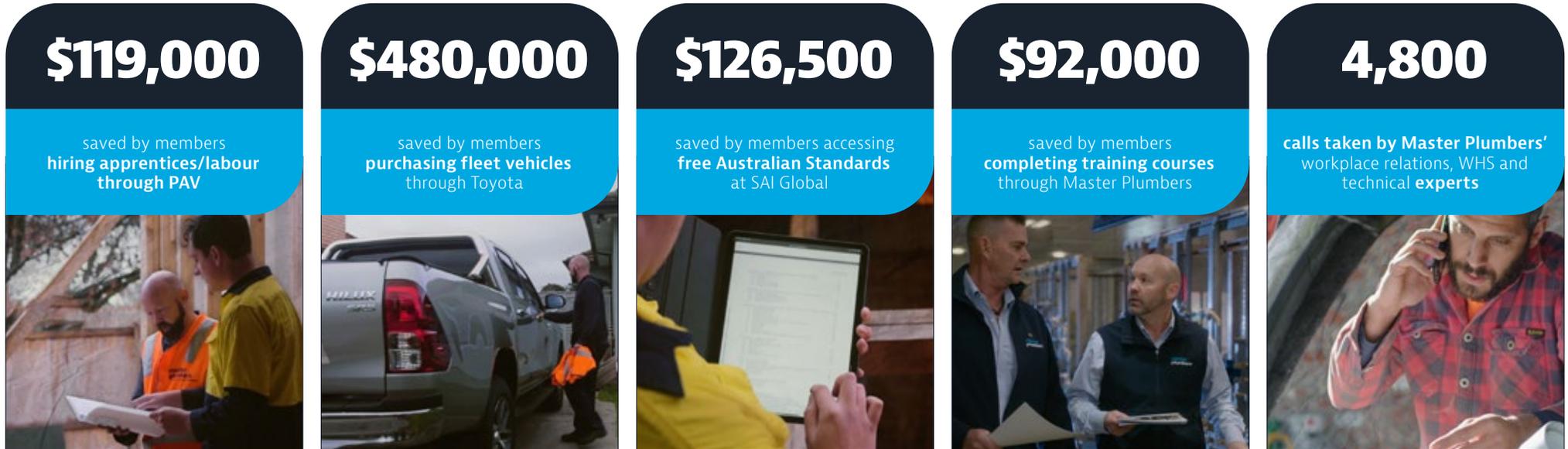
Know your Award: A new series of both virtual and face-to-face workshops were held this year with Master Plumbers' in-house Industrial Relations expert. Designed to walk members through their obligations under the Plumbing and Fire Sprinklers Award, the popular sessions were interactive and tailored to their audience.

Safety system bundles: Master Plumbers Work Health Safety Management System (WHSMS) provides a complete framework of policies and procedures to help members stay compliant. Designed specifically for the plumbing industry and supported by our in-house experts, the systems are available at a significantly discounted price for members and hosts.

Australian Plumbing magazine: Master Plumbers national magazine is sporting a new look and feel this year, with a refreshed design and a higher quality print product. Distributed to almost 25,000 readers both in print and digital, across Australia, it showcases the latest in industry news, member stories and both car and product reviews.



Delivering Member Value



Sustained member growth

Master Plumbers continues its positive member growth trajectory in the face of some of the most difficult times the industry has seen.



Life Members	10
Category A: Sole Trader	45
Category B: 2 Operatives	382
Category C: 3-5 Operatives	301
Category D: 6-10 Operatives	132
Category E: 11-25 Operatives	65
Category F: 26+ Operatives	26
Category I: Individuals	19
Category M: Commercial Supporters	37
Category K: Industry Partners	9
TOTAL	1,026

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 7,000 plumbing professionals across more than 1,000 businesses. In partnership with unions and other industry associations, Master Plumbers has formed formidable alliances to engage with government across a range of challenges that have presented over the year.

Cost of Doing Business

Members have faced the perfect storm of supply chain shortages, significant increases to the costs of material and labour, together with an increasing trend from government and industry to transfer risk to subcontractors. In response, Master Plumbers undertook strident advocacy to government and we worked with our fellow industry associations to call on government to put in place fairer provisions and contract terms.

Insurance

Master Plumbers heard members' pain about the cost of annual insurance increases and has advocated the need for a review of the existing Ministerial Orders which describe the minimum requirements of the mandated plumbing insurance, the need to resolve inconsistencies around the 10 year cover required by the Building Act and the existing Plumbing regulations requirements of six years and 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. The current system has not kept pace with the industry and needs review, it should provide adequate cover to ensure the health and safety of the consumer is protected recognising that specific work within the sector cannot be expected to carry more than its share of the risk.

Automatic Mutual Recognition of Occupational Licensing

The release of the Federal Treasurer's plans for automatic mutual recognition for occupational licencing was 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 the Department of Environment, Land, Water and Planning (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. We have successfully advocated for a staged introduction of these requirements limited to Water Supply, Sanitary Drainage scopes of work with a view that sectors such as Roofing, Gasfitting and mechanical services are not yet sufficiently aligned to consider implementation.

Regulator Advocacy

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. The Association values its existing relationships with Regulators with the view to supporting ongoing improvements to how compliance is maintained, and that the standard



of the work performed in Victoria is at the highest level possible. On-going resourcing of this functionality is under constant scrutiny, and we see our role is to ensure that any compromises are done with minimal impact on the effectiveness of these requirements. With far more pressure on Licensed plumbers to maintain high standards of installation under the self-certifying regime, the auditing of completed work by as broad a sector of the industry is imperative to its success. The pressure should be exerted on those that fail to meet these standards in targeted intervention by the Regulator. We believe that no plumbing work should escape the necessary checks and balances that a good compliance scheme has but we also recognise that different strategies can and should be employed to overcome any resourcing issues.

Mandatory gas appliance servicing

Changes to the Gas safety Act implemented in July 2022 mandated the reporting of servicing to the Regulator as part of a standard gas installation. This was accompanied by the call up of AS4575 Gas Appliance Servicing as the minimum requirements. Both of these actions were supported by Master Plumbers however the reporting portal set up by the VBA proved to be far too onerous and required a level of specificity that the industry felt was over-reaching. As a direct result of action taken by Master Plumbers, the portal was taken down, with more flexible reporting mechanisms put in place while further discussions are had with Government to find a better long term solution. It is hoped that further consistency can be achieved to better align the requirements in the Residential Tenancies Regulations and the Gas Servicing Regulations during this process and further improve this system.

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. 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.

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.

We have also acknowledged that the transition should take into consideration a phase out period for natural gas as blended and 100% hydrogen capabilities are further developed. This means support of the existing infrastructure which has a proven economic history and is the basis for much of our industrial gas usage. Alternative solutions that are currently under developed in their capacity to fully replace existing methane based systems should be phased in.



Submissions

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

- VBA submissions
 - Response to proposed training paths for restricted Refrigeration classes of plumbing
 - Qualification requirements for restricted refrigeration class of work
 - Bedding material compliance ('quarter minus')
 - Bidet seat sprays performance requirements and scope of use
 - Insurance Freedom of Information proposed changes
 - Provisional Registration proposed requirements for Type A servicing
 - Process of VBA assessment development
 - Response to stakeholder perceptions and preferences consultation
 - Response to the introduction of virtual inspections
 - Response to the VBA withdrawal of Technical Solution Sheets
 - Clarification of amendment to HB39 Installation Code for metal roofing and cladding (rainheads with overflow)
- Engage Victoria - Embedded Networks Review
- Regulatory Impact Statement – multiple submissions on behalf of industry for the mandating of AS4575 as the minimum standard for gas appliance servicing
- Regulatory Impact Statement – multiple submissions regarding the development of mandatory CPD program for Victorian plumbers (deferred by government ahead of the State election)
- Regulatory Impact Statement – multiple submissions regarding the VBA reset of plumbing fees and charges (deferred by government ahead of the State election)
- Victorian Government – multiple formal submissions regarding regulatory change for Automatic Mutual Recognition and occupational licensing in plumbing in Victoria
- DELWP – changes to plumbing regulations in Victoria reflecting updates to the National Construction Code
- DELWP – submission on the proposed Gas Substitution Roadmap for Victoria
- DELWP – multiple submissions on development of enhanced regulatory oversight of complex plumbing installations
- COVID ventilation roundtable – advocacy to Minister Hunt about the critical role of HVAC in prevention
- Victorian Treasurer – submission on the 2022-23 Victorian Budget
- Victorian Treasurer – formal submission on rising costs and uncertainty in the building industry
- Victorian Treasurer – proposal to extend the Victorian COVID Business Support Package to plumbing businesses working in the service and maintenance sector
- Energy Safe Victoria – response to the consultation paper on the phase out of open-flued space heaters
- DELWP – submission to Expert Panel Issues Paper on Victorian emissions reductions targets for 2035
- Department of Education (Victoria) – proposed changes to requirements for the supervision of apprentices in relation to work health safety
- ASQA - extension of transition period for the plumbing training package to ensure apprentices can complete.
- Industrial Relations Victoria – Building Equality Policy and proposed gender quotas
- Department of Education (Australia) – response to the Consultation Draft of the Vocational Education and Training Strategy (with the Australian Chamber of Commerce and Industry)
- Australian Attorney General Department – response to proposed changes to the Privacy Act to remove the exemption for small business (with ACCI)
- Fair Work Australia – submission in response to proposed changes to shutdown provisions under the Plumbing and Fire Sprinklers' Award
- Australian Bureau of Statistics – proposed changes to ANZCO codes for plumbing (used to classify type of plumbing businesses)
- Australian Bureau of Statistics – priorities for changes to ANZCO codes (with the Australian Chamber of Commerce and Industry)
- Clean Economy and Skills Taskforce – response to proposed Workforce Development Strategy for decarbonisation and net zero
- Industry Capability Network (Major Transport Infrastructure Authority) – submission on reporting and scope of coverage of gender quotas
- Federal Minister for Employment, Workforce, Skills, Small and Family Business – submission on proposed changes to regulatory structure for Registered Training Organisations (with ACCI)

- Federal Treasury – submission to proposed unfair contract terms legislation (Treasury Laws Amendment Bill 2022)
- Victorian Government – response to the proposed Workplace Safety Legislation and Other Matters Amendment Bill 2021
- Australian Building Codes Board – submission to the ABCB Discussion Paper on Guidance Material on CPD on the NCC
- Various political parties – priorities for 2022 Federal Election (on behalf of Master Plumbers Australia and New Zealand)
- Australian Building Codes Board – submission on the transition to low lead products (with MPANZ)
- Australian Building Codes Board – submission to Public Comment for a new Watermark Technical Specification
- Australian Government – submission of the proposed Build Environment Industry Cluster (joint with Master Builders, AI Group, Civil Contractors Federation and REIA) to replace the AISC/TGA structure.
- Standards Australia – response to proposed changes to AS/NZS5601.1

Representation to government and industry

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
- 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 Commission (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)



Training our Industry

5

Master Plumbers delivered more than 110,000 hours of training to plumbing apprentices, post trade and licenced level programs during a solid year. Building on the solid base maintained during the COVID-affected 2021/22 period, Master Plumbers was able to return to more face-to-face delivery and expand its capacity to deliver more training across all Victorian campuses.

Our RTO team has again excelled in their ability to maintain 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.

One of the great lessons learnt during an extended period of remote delivery was the need for Master Plumbers to develop a purpose-built blended delivery solution to both meet the surging need of the market and make our training courses accessible to more plumbers across Victoria. Pilot programs have commenced with Pointsbuild to develop online elements for selected courses that will both compliment our state-of-the-art syllabus and reduce the amount of time required in the classroom. This blended delivery will incorporate a variety of media such as video and other interactive content to heighten engagement and support learners at all stages of their plumbing education.

The sheer growth of training delivery across the board was attributable to the availability of the state-of-the-art training facility at PICAC Narre Warren. When combined with the existing capacity of PICAC Brunswick, Master Plumbers was able to facilitate more training than it ever has before. The best example of this increased capacity was evident in the fact that Master Plumbers had more than 300 apprentices enrolled across 28 classes during 2012-22 split across Brunswick (18 classes) and Narre Warren (10 classes). To meet this increased demand, Master

Plumbers recruited five skilled trainers, a feat which in past years had been a significant barrier to growing training delivery and speaks to the quality of our training program and the PICAC facilities.

Master Plumbers continued its partnership with industry regulators Energy Safe Victoria and the Victorian Building Authority to deliver the annual gas awareness and safety program. This year's program 'New standards, new processes. A changing landscape' was delivered to almost 2000 gasfitters across six sessions and created some much-needed conversation across industry on the impact of the latest changes to regulations that inform and direct our industry. In addition to the six live webinars, Master Plumbers created an online landing page to house supporting information and FAQs received throughout the program. The website saw more than 9,000 page visits across the six-week program.

As we move into an exciting period of growth for the RTO, the focus will now turn the development of and transition to Certificate III and IV delivery that align with the new training packages for CPC32420 and CPC40920.



Master Plumbers delivered more than

110,000 hours

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

Members saved more than

\$92,000

accessing training discounts.

5 new
trainers

300+ apprentices in training

18 classes

at Brunswick

10 classes

at Narre Warren





Keeping Members Informed

Master Plumbers worked hard to navigate through yet another COVID-impacted year to deliver timely and relevant information to members across a range of communication platforms.

Email, an often over-used and under-appreciated communications channel, proved to be a valuable asset throughout the year with more than half of all the 166,575 emails sent being opened by their intended recipient. A great result when compared to other industry benchmarks of Construction (21.7%), Government (19.4%), and Non-Profit (26.6%).

Master Plumbers leveraged its established online presence to help drive marketing initiatives across membership and the GTO. Engaging a specialist digital marketing agency, Master Plumbers designed multiple online advertising campaigns to successfully target new audiences and drive membership applications, increase apprenticeship enrollments and grow the Women in Plumbing Program and subsequent network. In particular, the Women in Plumbing campaign was so successful that it had to be paused to allow the team to meet the incoming demand from applicants.

Australian Plumbing Magazine

84,000+ printed copies distributed, **10,000+** emails sent



Email

166,575

emails sent

(+5.2%)

52%

open rate

(+6%)

Master Plumbers' email open rate is **more than double** the benchmarks for Construction (21.7%), Government (19.4%) and Non-Profit (26.6%).

Website

More than half of the people accessing www.plumber.com.au are doing so using a mobile device.

217,411

page views

95,653

visitors

(+13.6%)

Social Media



8876
followers



1969
followers



2595
followers



1324
followers



2789
video views



1648
podcast listens

Master Plumbers Radio
EPISODE 11: Nick Hind
'The Half-Back Flank Plumber'



THANK YOU TO ALL OF OUR 2021/22 MEMBERS MEMBERS HIGHLIGHTED IN BLUE ACHIEVED MEMBERSHIP MILESTONES DURING 2022. WE APPRECIATE YOUR CONTINUED SUPPORT

1 BREADCRUMB PTY LTD | 21 CELSIUS | A & C PLUMBING PTY LTD | **A BETTA PLUMBING SERVICE PTY LTD 30 YEARS** | **A FAVALORO PLUMBING PTY LTD 50 YEARS** | A&B ALLEN PLUMBING | **A.S.A.P PLUMBING PTY LTD 30 YEARS** | AAD WALKER PLUMBING & MAINTENANCE
AAPC CO PTY LTD | AARON PEARCE - PLUMBER | AB PLUMBING & ROOFING SERVICES | ABEY AUSTRALIA | ABOVE & BELOW PLUMBING | **AC GOULDING 35 YEARS** | ACCURATE PLUMBING VIC | ACR ROOFING PTY LTD | ACW PLUMBING & GASFITTING PTY LTD | **AD HAWLEY 25 YEARS**
ADAM AITKEN PLUMBING | ADAM CREAM PLUMBING PTY LTD | ADAMS PLUMBING SERVICES PTY LTD | ADAPT AIRCONDITIONING | **ADES DINGLEY PLUMBING PTY LTD 35 YEARS** | ADES DINGLEY VILLAGE PLUMBING P/L | ADH PLUMBING CONTRACTORS | AFL PLUMBING | AGK PLUMBING
AIR SYSTEMS ENGINEERING PTY LTD | AIRFOUR AIRCONDITIONING & CONTRACTING SERVICES | **AIRFOUR AIRCONDITIONING & MECHANICAL SERVICES 25 YEARS** | AJ BATCHELOR & SON PTY LTD | AJM PLUMBING | AJR PLUMBING | AK PIPEWORKS | ALABASTER PLUMBING PTY LTD
ALAN RAPSEY | ALL PIPE PLUMBING SERVICES PTY LTD | ALL SCALE PLUMBING & DRAINAGE PTY LTD | ALL SERVICES PLUMBING PTY LTD | **ALL SYSTEMS VENTILATION PTY LTD 20 YEARS** | ALL TYPE PLUMBING VIC PTY LTD | ALLABOUT PLUMBING PTY LTD
ALLCARE PLUMBING SERVICES PTY LTD | ALLPROOF INDUSTRIES PTY LTD | ALLWAYS AIRCONDITIONING & PLUMBING | ALMIC PLUMBING & DRAINAGE PTY LTD | ALPHA AIR PTY LTD | ALPHA DRAINAGE, PLUMBING & EXCAVATION PTY LTD | AMACK PETROLEUM AND PLUMBING SERVICES
ANBRO HEATING AND COOLING 20 YEARS | ANDREW BRADY | ANDREW J ROBERTSON PLUMBING PTY LTD | ANDREWARTHA PLUMBING CONTRACTORS | ANGUS EELES PLUMBING | ANSTEE PLUMBING | ANYTIME MELBOURNE PLUMBING | APEX PLUMBING PTY LTD
APOLLO BAY GAS & ELECTRICAL | APPLIED PLUMBING SOLUTIONS (VIC) PTY LTD | AQUA BLU PLUMBING PTY LTD | AQUA DOMAIN MELBOURNE | AQUATAP PLUMBING PTY LTD | AQUATIC MECHANICS | AROUND THE CLOCK PLUMBING PTY LTD | AROUND TOWN PLUMBING
ARTHUR ROBINSON PLUMBING | ASCOT GROUP | REX PLUMBING | ASHBURTON PLUMBING PTY LTD | ASK PLUMBING | ASTROID PLUMBING | ATHERTON | ATLANTIC PLUMBING PTY LTD | AUSCOOL AIRCONDITIONING & MECHANICAL SERVICES PTY LTD | AUSPLUMB
AUSTRALIAN CHILLERS & HVAC SOLUTIONS | AUSTRALIAN GAS NETWORKS | AUSTRALIAN HOT TAPS | AXT PLUMBING PTY LTD | AYRES PLUMBING PTY LTD | B & G AIRCONDITIONING (AUST) PTY LTD | B.R. WHYTE & SON PTY LTD | BACCHUS MARSH PLUMBING SERVICE | BACE PLUMBING
BACKFLOW PREVENT | BAILEY BROS PLUMBING PTY LTD | BAIRD PLUMBING SERVICES PTY LTD | BANBOY | BANJO NOMINEES PTY LTD | BANKS PTY LTD | BARBER PLUMBING | BARDEN-STEELDECK INDUSTRIES PTY LTD | BARNES PLUMBING | BARREL PLUMBING | BARWON WATER
BATHROOM SUPERSTORE | BATSON PLUMBING SERVICES | **BATTISTA PLUMBING & GAS FITTING PTY LTD 25 YEARS** | BAW BAW PLUMBING | BAY REGION PLUMBING PTY LTD | BAYTECH PLUMBING | BAYWEST PLUMBING PTY LTD | BE SAFE PLUMBING & ROOFING PTY LTD
BEACHSIDE PLUMBING SERVICES 20 YEARS | BEATONS PLUMBING | BEAUTONE PLUMBING & HEATING PTY LTD | BEEL PLUMBING | BELTA PLUMBING | BEN DIXON PLUMBING | BENDIGO PLUMBING AND GAS | BEST BET PLUMBING & METAL ROOFING | BEST WATER FILTERS
BETTA PLUMBING PTY LTD | BICKFORD PLUMBING PTY LTD | BILLI | BISKON PLUMBING PTY LTD | BJPLUMBING TRARALGON PTY LTD | BLAIN-AIR HEATING & AIRCONDITIONING PTY LTD | **BLAZE CONTROL VIC PTY LTD 35 YEARS** | BLOGG BROS PLUMBING PTY LTD | BLUE PLUMBING
BM PLUMBING GIPPSLAND | BOILERTECH | BORGYS PLUMBING & SPLITS | BORTOLOTTO SERVICES | BPB PLUMBING | BPR PLUMBING PTY LTD | BRAD MASTERS PLUMBING | BRADMAC HEATING AND COOLING | BRADROD BUILDING SERVICES | BRAD'S PLUMBING & GASFITTING PTY LTD
BRAESIDE PLUMBING | BRANDY CREEK PLUMBING PTY LTD | BRAVO PLUMBERS | BRENEX PLUMBING & GASFITTING | BRETAG PLUMBING & GAS | BRIAR HILL PLUMBING SERVICES | BROWNS PLUMBING CORRYONG | BRUDENELL PLUMBING | BT PLUMBING PTY LTD
BULLSEYE PLUMBING PTY LTD | BURBAN PLUMBING AND GAS PTY LTD | BURKE HOLDING COMPANY PLUMBING CONTRACTORS | BURSTON'S PLUMBING & GASFITTING | BURY, RYAN JOHN | BUTLER PLUMBING | 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 25 YEARS** | CAMBRO BOILERS PTY LTD | CAMERON HEATH PLUMBING | CAMPEYN GROUP | CAMR PLUMBING PTY LTD | CANNY PLUMBING PTY LTD
CAPITAL PLUMBING & SERVICES | CAROMA | CARSON PLUMBING & GASFITTING | CARTLEDGE PLUMBING | CATHIC PTY LTD | CBH ROOFING | **CBS PLUMBING 40 YEARS** | CBUS | CC GLOBAL PLUMBING PTY LTD | CC PLUMBING AND MAINTENANCE SERVICES PTY LTD
CDC PLUMBING & DRAINAGE | CHADOAK PLUMBING & DRAINAGE | **CHALCOT HEATING & AIRCONDITIONING PTY LTD 25 YEARS** | CHAPMAN GROUP PTY LTD | CHAPMAN PLUMBING | CHAPMAN PLUMBING & GAS | CHEAP N RELIABLE PLUMBING | CHENERY PLUMBING
CHOCOLATE MONEY LOANS PTY LTD | CHRISTOPHER & PIGDON PLUMBING & DRAINAGE | CHUDLEIGH PLUMBING | CHUGG PLUMBING CONSULTANT | CITY EDGE PLUMBING | CJC PLUMBING | CLAREMONT PLUMBING | CLEM TECH PTY LTD | CLEVELAND PLUMBING PTY LTD
CLIFF PRAIN PLUMBING | CLOSE COMMERCIAL SERVICES PTY LTD | CLUB HOME RESPONSE PTY LTD | CMC PLUMBING & GAS FITTING PTY LTD | CODEX PLUMBING (AUST) PTY LTD | COLBYCOOL | COLCLAN PTY LTD | COLDFLOW MECHANICAL PTY LTD | COLLINS MECHANICAL PTY LTD
COMMERCIAL & GENERAL COLLECTIONS PTY LTD | COMPLETE PLUMBING CONTRACTING PTY LTD | COMPLETE PLUMBING GROUP | CONNECT PLUMBING & MAINTENANCE PTY LTD | CONSIDERATE PLUMBING SERVICES | CONSOLIDATED FIRE & STEAM
CONTE MECHANICAL & ELECTRICAL SERVICES PTY LTD | **COOKE & DOWSETT PTY LTD 25 YEARS** | COPPER FOX PLUMBING & GAS | 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 | CQ PLUMBING CIVIL PTY LTD | CR & DM MITCHELL PLUMBING | CRAIG MCKAY PLUMBING SERVICE PTY LTD | **CRAPPER PLUMBING PTY LTD 25 YEARS** | CREATIVE PLUMBING PTY LTD
CREWTHOR PLUMBING BUILDING MAINTENANCE | CRIBBIN, COREY | CRI-TECH PLUMBING SERVICES | **CTR PLUMBING 25 YEARS** | CUFF BUILDING & PLUMBING | CURAFO 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 | 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 25 YEARS** | DAREBIN GAS | DARREN GOUDIE PLUMBING & GASFITTING | DAVE'S H2O PLUMBING SOLUTIONS | DAVID ANDERSON PLUMBING & GASFITTING PTY LTD | DAVIDE GOTTARDELLO PLUMBING
DAVISON ROOFING | DB & RP WHITE | DDR GROUP PTY LTD | DE BONO ENTERPRISES | DECO CONTRACTING PTY LTD | **DESIGNER PERGOLAS & CARPORTS PTY LTD 25 YEARS** | DG GROUP | DGK PLUMBING PTY LTD | DICKSON PLUMBING SERVICES PTY LTD | DIVERSALPLUMB 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
DONE RIGHT PLUMBING AND GAS FITTING | DOUGLAS & CO | DOWNTOWN AIR CONDITIONING PTY LTD | DP PLUMBING | DPB PLUMBING PTY LTD | DPM PRECISION ROOF PLUMBING PTY LTD | DR & G CHUGG | DR & RL MURRAY PTY LTD | DRAINPRO
DUMESNY & DIWELL PTY LTD 55 YEARS | **DUNKLEY PLUMBING PTY LTD 60 YEARS** | 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 DRAINAGE & PLUMBING | EASTERN PLUMBING SERVICES PTY LTD | EASTERN PLUMBING WORKS PTY LTD | 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 EARTHWORKS | 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 | ELLIS AIR CONDITIONING PTY LTD | ELSON AUSTRALASIA PTY LTD | EMERGENCY RESPONSE PLUMBING
ENVIRO ROOFING AND GUTTERS | ENVIROTECH WATER SOLUTIONS | ENVIROTEK PLUMBING | EPPING HEATING AND COOLING | EVANS PLUMBING | EXCHANGE PLUMBING | EXPRESS HVAC PTY LTD | F WOOD & SON PTY LTD | FARQUHAR'S PLUMBING & GAS
FARRELL PLUMBING (VIC) PTY LTD | FERRARO PLUMBING SOLUTIONS PTY LTD | FIELDING PLUMBING | FINCHETTS | FINLAY PLUMBING | **FIRESAFE SPRINKLER SYSTEMS PTY LTD 20 YEARS** | FJB ENTERPRISES PTY LTD | FLAMING FROZEN | FLAVELL PLUMBING (NT) PTY LTD | FLEET CARD
FLETCHER PLUMBING & CO PTY LTD | FLEXPLUMB | FLOOD PLUMBING & GAS | FLOW-RITE PLUMBING SERVICES PTY LTD | FOLEY PLUMBING PTY LTD | FORZA PLUMBING | FOSTER HEATING COMMERCIAL PTY LTD | FOSTER HEATING PTY LTD | FOSTER PLUMBING BENDIGO
FOUNTAIN GATE PLUMBING SERVICES PTY LTD 20 YEARS | FRASER & MOUNTAIN PTY LTD | FRAZER AIR | FRED MADDOX | FRESH LIVING GROUP PTY LTD | FRINGE MECHANICAL SERVICES PTY LTD | G & K PLUMBING SOLUTIONS PTY LTD | G BRAND & SON PTY LTD
G&B PATERFALESTER PTY LTD | G&C THRELFALL PLUMBING | G4 PLUMBING & DRAINAGE PTY LTD | GARRY THE PLUMBER PTY LTD | **GARRY TRAFFORD HEATING & AIRCONDITIONING PTY LTD 25 YEARS** | GARY NGUYEN | GARY W. MAYS | GAS BOYS | GASCHILL PTY LTD
GB PLUMBING AND DRAINAGE | GBH PLUMBING PTY LTD | GCD PLUMBING PTY LTD | GE HOWDEN & CO PTY LTD | GEELONG ENVIRO PLUMBING PTY LTD | GEELONG PLUMBING CO | **GEELONG ROOFING PTY LTD 40 YEARS**
GEN 3 PLUMBING AND DRAINAGE | GEN X PLUMBING & MAINTENANCE | GEOFF MORONEY | GEORGE WILSON | GESCHKE PTY LTD | GISBORNE PLUMBING (VIC) PTY LTD | GJ BRADDDING HEATING & COOLING | GKR PLUMBING & GASFITTING | GLOBALWIDE PLUMBING PTY LTD
GMJ PLUMBING SERVICES P/L | GMP PLUMBING | GOLLANT PLUMBING PTY LTD | GOODMAN PLUMBING | GORDON PAYNE LICENSED PLUMBER AND GASFITTER | GPLUMB | GRAEFE PLUMBING | GRAF AUSTRALIA PTY LTD | GRAMPAINS HEALTH BALLARAT
GRANTS PLUMBING AND DRAINAGE SOLUTIONS PTY LTD | GREATER WESTERN WATER | GREENEDGE PLUMBING | GREENRIDGE PLUMBING | GREG GEORGE PLUMBING & GASFITTING | GREG HICKS PLUMBING | GREG RIENIETS PLUMBING | GREGORY HEASLY
GRIEPIK AND WARD AIR CONDITIONING | GRJ PLUMBING CONTRACTORS 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 | HALDER HOLDINGS
HAMES REID PLUMBING PTY LTD | HARLES PLUMBING | HARLEY PLUMBING | HARPLUMB | HARRIS & THORN PLUMBING & GASFITTING PTY LTD | HAYES 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 | HERITAGE PLUMBING GROUP PTY LTD | HEY SISTA PLUMBING | HIGHBURY PLUMBING PTY LTD | HIGHETT PLUMBING PTY LTD | HILLS ENERGY SOLUTIONS | HIVE FM SERVICES PTY LTD | HK ROOFING
HOAD DRAINAGE AND EXCAVATIONS | HOLLOWAY AIR | HOME HEATING & COOLING MCKINNON AIRCONDITIONING | HOME PLUMBING SOLUTIONS PTY LTD | HOME TO GARDEN | HORNET PROPERTY SERVICES PTY LTD | HORWOOD PLUMBING PTY LTD | HOT AND COLD SHOP
HOT WATER PROFESSIONALS | **HULL PLUMBING 25 YEARS** | HURST ROOFING | HYDRORFACE PLUMBING & CIVIL PTY LTD | HYDRO-LINE PLUMBING PTY LTD | **HYDROTECH SERVICES PTY LTD 20 YEARS** | HY-FLOW PLUMBING | IAM PLUMBING & EXCAVATION | **IAN BELL 45 YEARS**
IAN VINCENT | IAN WILLIAMS PLUMBING PTY LTD | IAPMO R&T OCEANA PTY. LTD. | ICON METAL ROOFING CONTRACTORS PTY LTD | IFIXIT PLUMBING SERVICES 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 20 YEARS** | INSink PTY LTD | INSULPAK PTY LTD | INTERLINE BALLARAT PTY LTD | INTERLINE ROOFING
IPLUMB AND GAS | IQ PLUMBING & MECHANICAL SERVICES | IRS INTERNATIONAL PTY LTD | J & J HEATING PTY LTD | J B PUMPS & PLUMBING | J DAY PLUMBING PTY LTD | J MAC GAS & PLUMBING PTY LTD | J R CHAPMAN ROOFING PTY LTD | J&M HEATING AIRCONDITIONING AND ELECTRICAL
JAG PLUMBING | JAM PLUMBERS & GAS FITTERS PTY LTD | JAMAR PLUMBING | JAMES SQUIRES PLUMBING PTY LTD | JASON MOSS PLUMBING & GAS PTY LTD | JCH PLUMBING | JDT PLUMBING SERVICES PTY LTD | JE MECHANICAL & PLUMBING SERVICES | JET PLUS PLUMBING
JF GRAHAM PLUMBING | JG PLUMBING | JH FOX MASTER PLUMBERS | JHB PLUMBING & GASFITTING | JINAVO DEVELOPMENTS | JLN PLUMBING PTY LTD | JLT PLUMBING | JMP JAYDEN MORGAN PLUMBING | JMS PLUMBING & GAS FITTING | JNJ PLUMBING | JOE PATTERSON PLUMBING
JOHN DI NATALE ENGINEERING 20 YEARS | JOHN DREW SERVICES PTY LTD | JOHN F ROBERTSON NOMINEES PTY LTD | JOHN GLASPER AIRCONDITIONING PTY LTD | JOHN KENNEDY PLUMBING & BUILDING SERVICES | JOHN STEVENS PLUMBING PTY LTD | **JOHN TUCK 40 YEARS**
JONES DOYLE PLUMBING | JONG TRADE PTY LTD | JORDAN MAIOLO | JOY PLUMBING PTY LTD | JP PLUMBING & GAS FITTING PTY LTD | JR HOOD & SON | JS PLUMBING INDUSTRIES PTY LTD | JTZ PLUMBING | JUSTIN ALLAN ROOFING & PLUMBING | JUSTIN CUMMINS | JUSTIN DREW PLUMBING
SERVICES PTY LTD | KAMARA PLUMBING | KAT'S PLUMBING CO. | KBC PLUMBING | KC & TL MURRAY PTY LTD | KC ROOF PLUMBING | **KD PLUMBING 20 YEARS** | KELLY PLUMBING PTY LTD | KEMPERMAN PLUMBING SOLUTIONS PTY LTD | KEN GODFREY
KENNEDYS (AUST) PTY LTD 40 YEARS | KERALTON PLUMBING & DRAINAGE CONTRACTORS | KERANG PLUMBING & PUMPS | KEVIN SHINNERS | KIALLA PLUMBING | KILBURN PLUMBING PTY LTD | KINGSPAN ENVIRONMENTAL | KOROIIT & DISTRICT PLUMBING SERVICES PTY. LTD.
KORUMBURRA PLUMBERS & PUMPS | KOVELE PLUMBING PTY LTD | KPA PLUMBING PTY LTD | KPC PLUMBING & DRAINAGE PTY LTD | KTB ROOFING SOLUTIONS PTY LTD | KYLE STEICKE PLUMBING PTY LTD | L&C HARDING PLUMBING PTY LTD | L.D. SMITH PLUMBING & GASFITTING PTY LTD
LA & JA HEARN PLUMBING PTY LTD 20 YEARS | LA GIBSON PLUMBING | LA PLUMBING | 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 | LAURENCE PLUMBING GROUP | LAWLOR PLUMBING BALLARAT PTY LTD | LAWRIE O'SHEA | LEICESTER PLUMBING & GASFITTING P/L
LEN ROBINSON PLUMBING | LEONARDS PLUMBING PTY LTD | LEVEL PLAYING FIELD | LG WINDUSS PTY LTD | LI LEI | 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 | LONERGAN PLUMBING | LONGS ECHUCA MOAMA | LOWER PLENTY PLUMBING SERVICE PTY LTD | LT PLUMBING PTY LTD | LUKE PRITCHARD PLUMBING | M AND R STYRING PLUMBING PTY LTD | **M&A DILLON PTY LTD 65 YEARS**
M&M PLUMBING & MAINTENANCE PTY LTD | M.J.B. PLUMBING | MACEDON RANGES PLUMBING | MAJOR FURNACE AUSTRALIA PTY LTD | MALIBU PLUMBING PTY LTD | **MANLY PLUMBING SERVICE 35 YEARS** | MARCUS RUTHEN PLUMBING & EXCAVATIONS | MARK LEE PLUMBING
MARK LEONARD PLUMBING PTY LTD | MARMEC | MARSH PTY LTD | MARTIN COTTER | MARTIN PLUMBING GROUP | MARVEL GAS | MASTER BLASTA PLUMBING SERVICES | MASTER BUILDERS CONNECT | MASTER LEAK DETECTIVE | MASTER PLUMBING & DRAINAGE CONTRACTORS
MASTER TRADE SERVICES PTY LTD | MATHEW YANEZ | MAXA PLUMBING | MAXIMUS PLUMBING & GASFITTING | MAXWELL LEES | MC PLUMBING WARRNAMBOOL | MCARTHUR PLUMBING & HEATING SERVICE | MCCARTHY PLUMBING | MCCARTHY PLUMBING GROUP
MCCONNELL PLUMBING | MCCORD, THOMAS ROBERT | MCCULLOCH PLUMBING PTY LTD | MCLEAN & BOAKES | MCLEAN WATER WORKS | MCNOLT'E PLUMBING & GASFITTING PTY LTD | 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 GROUP | MERIDIAN ROOFING PTY LTD | MERLIN PLUMBING & PIPING SOLUTIONS
METALCRAFT ROOFING AND CLADDING | METROFLOW PLUMBING AND MAINTENANCE SERVICES | METROWEST PLUMBING SERVICES PTY LTD | **MF DALY PLUMBING 30 YEARS** | MICHAEL BALL | MICK COLLINS PLUMBING | MILLERS PLUMBING | MILLSTECH SERVICES PTY LTD
MILWAUKEE POWER TOOLS | MITCHELL MOORE PLUMBING | MITCHELL ROOFING & PLUMBING PTY LTD | MITEC GROUP PTY LTD | MJ PRO PLUMBING | MJR AIR CONDITIONING | MJS PLUMBING & GAS PTY LTD | MJS PLUMBING HEATING AND COOLING PTY LTD | MJV PLUMBING SERVICES
MK CAPUANO PLUMBING | MKS PLUMBING VIC PTY LTD | MLW PLUMBING & DRAINAGE | MOATE PLUMBING PTY LTD | MODERN GROUP (QLD) PTY LTD | MODERN PLUMBING SERVICE | MORROW PLUMBING PTY LTD | MOUNTAINVIEW PLUMBING CO | MT BULLER PLUMBING | MY PLUMBER
MYDE AIR CONDITIONING AND MECHANICAL SERVICES | N2N PLUMBING SOLUTIONS | NATIONAL LEAK DETECTION | NBK PLUMBING & AIR CONDITIONING | NC PLUMBING | NEIL JONES PLUMBING | NEW DIVISION ROOFING | NEW PLUMBING SOLUTIONS
NEWLANDS & KNIGHTS (VIC) PTY LTD | NEWMAN PLUMBING PTY LTD | NIK HEATING & COOLING | NISBET PLUMBING PTY LTD | NO PRESSURE PLUMBING PTY LTD | NORMAN EDWARDS | NORTH WEST AIRCONDITIONING SERVICE PTY LTD | NORTH WEST PLUMBING & MAINTENANCE
NORTHERN FASCIA | NORTHERN PLUMBING SOLUTIONS | NOTT & DREW PTY LTD | NSG PLUMBING PTY LTD | NUNNYS PLUMBING PTY LTD | OATAWAY, BRADLEY KEITH | O'BOYLES ROOF PLUMBING PTY LTD | O'BRIEN BOILER SERVICES | O'BRIEN ELECTRICAL AND PLUMBING VERMONT
O'BRIEN ELECTRICAL ROWVILLE | O'BRIEN ENVIRO PLUMBING PTY LTD | O'BRIEN PLUMBING CROYDON | 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 | ONE AIRCONDITIONING | O'NEILL PLUMBING PTY LTD | ONEPLUMB PLUMBING | ONES & TWOS PLUMBING | ONLEY'S HOLDINGS PTY LTD
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
PATTEN PLUMBING & IRRIGATION | 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
PEACO PLUMBING & EXCAVATIONS | PENINSULA MASTER PLUMBERS P/L | PENINSULA POINT PLUMBING | PENINSULA SHORELINE PLUMBING | PERPETUAL GAS & PLUMBING | PETER GIANNOPoulos | **PETER IMPEY 25 YEARS** | PETER JENSEN | PETER LEACH PLUMBING PTY LTD
PETER WAIN PLUMBING PTY LTD 30 YEARS | PETZKE PLUMBERS | PG PLUMBING | PHIL MAC PLUMBING | **PHILIPPO PLUMBING SERVICES PTY LTD 50 YEARS** | PHILIP HOUSE | PHILLIP LEE PLUMBING PTY LTD | PHYLAND PLUMBING PTY LTD | PIERCE PLUMBING SERVICES
PIETER SCHOLTEN | PIPE CO PLUMBING | PIPE DREAM PLUMBING AND DRAINAGE PTY LTD | **PIPE WORX PLUMBING PTY LTD 20 YEARS** | PIPES PLUMBING PTY LTD | PIPESAFE 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 GAS AND 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 | PLUMBABLE PTY LTD | PLUMBCO PLUMBERS PTY LTD | PLUMB'D SERVICES PTY LTD | PLUMBERS DIRECT PTY LTD | PLUMBERS NOW CONTRACTING | PLUMBFORCE PLUMBING & GAS FITTING PTY LTD
PLUMBING FORCE PTY LTD | PLUMBING LOGISTICS | PLUMBING PLUS | PLUMBING SOCIETY PTY LTD | PLUMBING WITH PRIDE | PLUMBLIFE | PLUMBMASTER PTY LTD | PLUMBODOLOGY PTY LTD | PLUMBSTRUCT INDUSTRIES | PLUMBWORKS | PLUMSTAR PTY LTD | PLUMSURE | PODIUM
POO FIGHTERS PLUMBING | PORT TO BAY PLUMBING SERVICES | PORTER PLUMBING SERVICES PTY LTD | POSEIDON PLUMBING & GASFITTING PTY LTD | POTTER'S BATHROOMS & KITCHENS PTY LTD | POWER PLUMBING PLUS PTY LTD | POWERHOUSE SHOP
PRECISION ELECTRICAL & PLUMBING PTY LTD | PRECISION METAL ROOFING | PRECISION STEEL ROOFING | **PREMIER PLUMBING SERVICE (VICTORIA) PTY LTD 70 YEARS** | PRENTICE PLUMBING (VIC) PTY LTD | PRESTI PLUMBING PTY LTD | PRESTIGE PLUMBING SOLUTIONS
PRIDE PLUMBING SERVICES PTY LTD | PRIORITY ONE TRADE SERVICES | PRITCHARDS PLUMBING & GASFITTING PTY LTD | PRO ACTION PLUMBING | PRO AIR (VIC) PTY LTD | PRO SPEC PLUMBING & DRAINAGE PTY LTD | PRO TEC PLUMBING PTY LTD | PROAIR SYSTEMS PTY LTD
PROCOLL ROOFING PTY LTD | PROFICIENT PLUMBING GROUP PTY LTD | PROGAS PLUMBING 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 HAYES PLUMBING | Q & O PLUMBING | QC PLUMBING AND ELECTRICAL
QUICK & EASY PLUMBING SOLUTIONS | QUICKGAS (AUST) PTY LTD | **R & L FISHER PLUMBING PTY LTD 20 YEARS** | 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 | RAPID COLD AIRCONDITIONING PTY LTD | RAYZOR ROOFING AND PLUMBING | RB PLUMBING PTY LTD | RC URQUHART PTY LTD | REBURG ROOFING PTY LTD | RED HILL METAL ROOFING PTY LTD | RED ROBIN PLUMBING SERVICE | 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 | RESCUE PLUMBING | RHEEM | RICHARDSON
PLUMBING & DRAINAGE PTY LTD | **RICK TAYLOR 45 YEARS** | 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 | RMD | ROADKNIGHT PLUMBING PTY LTD | ROB KEMP PLUMBING | ROBERT BOSCH AUSTRALIA PTY LTD | **ROBERT QUICK 70 YEARS** | ROBUST PLUMBING & DRAINAGE | **ROE & COOK PLUMBING PTY LTD 45 YEARS** | ROGER KEEN PLUMBING PTY LTD
ROOF DISTRIBUTORS PTY LTD | ROOFINE | ROOFRITE GUTTERING & ROOFING SYSTEMS PTY LTD | ROSEHILL 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 | RYAN'S PLUMBING & MAINTENANCE | RYPE PLUMBING PTY LTD | S&H ROOF MAINTENANCE PTY LTD | S&J GATHERCOLE PLUMBING PTY LTD | SA PLUMBING | SAFE-HOUSE COMPLIANCE GROUP PTY LTD | SAGE PLUMBING | SAGECON
SALE WATER SPECIALISTS PTY LTD | 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 | SHARPER ROOFING & PLUMBING | SHELBY REILLY
SHENTZER PLUMBING SERVICES | SHEPPARTON PLUMBING SERVICES PTY LTD | SHIELD PLUMBING AND DRAINAGE PTY LTD | SHINNERS PLUMBING PTY LTD | **SIGNAL & HOBBS 40 YEARS** | SIMCO PLUMBING AND GASFITTING | SIMPSON & SONS PLUMBING PTY LTD
SLATTERY METAL ROOFING | SLEEP'S PLUMBING PTY LTD | SLR PLUMBERS | SM & SM HAMILTON PTY LTD | SMART FLOW PLUMBING | SMARHOUSE PLUMBING SOLUTIONS PTY LTD | SMITH & DRAKE PLUMBING AND GAS FITTING PTY LTD | SOLE TRADER
SOLOMON PLUMBING AND GAS FITTING PTY LTD | SOUTH EAST PLUMBING GROUP PTY LTD | SOUTH EAST WATER | SOUTH EAST WATER PRIORITY PLUMBING | SOUTH EASTERN PLUMBING & GASFITTING PTY LTD | SOUTH MELBOURNE PLUMBING CO
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 | SQUARED PLUMBING PTY LTD
STAINLESS STEEL WIRE & MESH PTY LTD | STAMP PLUMBING SERVICE | **STATE GAS APPLIANCES 20 YEARS** | STATEVILLE PLUMBING SERVICE | STEAINS PLUMBING VIC PTY LTD | STEPHEN ATHERTON | STONE BROS PLUMBING PTY LTD | STRAIGHT LINE PLUMBING & GAS
STRAIGHT UP PLUMBING AND GAS | STRATTON FINANCE | SUBURBAN GAS AND PLUMBING | SUNBURY HEATING & COOLING | SUNSET PLUMBING SOLUTIONS PTY LTD | SUNSHINE CENTRAL PLUMBING SERVICES PTY LTD | SUNSHINE PLUMBING SERVICE
SUPERIOR PLUMBING GROUP PTY LTD | SUPERIOR SYSTEMS PTY LTD | SUREFIRE PLUMBING SERVICES PTY LTD | SURFS UP PLUMBING AND GAS SOLUTIONS | SURFSIDE PLUMBING | SUSTAINABLE SOLAR AND PLUMBING PTY LTD | SWEENEY PLUMBING
SWISH AIR HEATING, COOLING & PLUMBING | SYFON SYSTEMS PTY LTD | SYMAL CONTRACTORS | TA ASQUITH PLUMBING PTY LTD | TAIT PLUMBING PTY LTD | TALK ABOUT PRESSURE PTY LTD | TAPFIX | TAPS 2 U | TAPS AIR | TAPT PLUMBING SERVICES | TAPZ PLUMBING PTY LTD
TATURA PLUMBING AND GASFITTING | **TAYLOR AND SONS PLUMBING PTY LTD 25 YEARS** | TC PLUMBING & BUILDING SOLUTIONS | 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 OVEN REPAIR MAN | THE PEOPLE'S PLUMBER | THE PLUMBING AND ROOFING COMPANY PTY LTD | THE PLUMBING COLLECTIVE PTY LTD | THE PLUMBING COMPANY
THE PLUMBING DON PTY LTD | THE PLUMBING PROFESSOR VICTORIA | THE TRUSTEE FOR CHRISTOPHER FAMILY TRUS | 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 | **TM & LM DOHERTY PLUMBING PTY LTD 20 YEARS** | TOBIN PLUMBING PTY LTD
TOM KAPE INDUSTRIES | TOMLINSON PLUMBING | TONKIN PLUMBING | TONNA HEATING AND COOLING PTY LTD | **TORR PLUMBING SERVICES PTY LTD 30 YEARS** | TOTAL GAS CARE SERVICES, PIPETECK, GASSTOP | TOTAL GAS CO | TOTAL TRADE MANAGEMENT
TOYOTA MOTOR CORP AUSTRALIA LTD | TRADE TRAK | TRAXON PLUMBING PTY LTD | TRIO PLUMBING (AUST) PTY LTD | TRIPLE EIGHT PLUMBING PTY LTD | TRIPLE THREE PLUMBING PTY LTD | TRUE FLOW PLUMBING & GAS PTY LTD | TS MCQUINN & SON
TULLAMARINE PLUMBING & DRAINAGE PTY LTD | TURLAND BROS PTY LTD | TURNBULL PLUMBING & GASFITTING | TWENTY2 PROPERTY MAINTENANCE | TWIN ELECTRICS | TWO BROTHERS PLUMBING PTY LTD | TYNONG PLUMBING | UNIBOND PLUMBING SERVICES PTY LTD
UNIFY PLUMBING SOLUTIONS | UNITED AIR & PLUMBING | UNITESTS PTY LTD | UPFLOW PLUMBING SERVICES | UPR PLUMBING SERVICES PTY LTD | URBAN H2O | URBAN PLUMBING GROUP (VIC) PTY LTD | URBAN TIDE PLUMBING PTY LTD | VACUUM TOILETS AUSTRALIA
VASEY INVESTMENTS PTY LTD | VERBEEK PLUMBING | VERSADON PLUMBING PTY LTD | VICTOR MURRAY | VICTORIAN PIPELINE & PLUMBING SERVICE PTY LTD | VICTORIAN PLUMBING GROUP | VIEGA PTY LIMITED | VILLAGE PROPERTY SERVICES (VIC) PTY LTD
VINEY PLUMBING AND BUILDING MAINTENANCE PTY LTD | VIP PLUMBING | VISION PLUMBING CO. | W & M PLUMBING SERVICE | W&K COLLIER PLUMBING AND GAS | W.L.CHIVERS PLUMBING | WADE SMITH PLUMBING PTY LTD | **WALCON AIRCONDITIONING AND PLUMBING 20 YEARS**
WALKER PLUMBING VIC PTY LTD | WALKERS PLUMBING & DRAINAGE | 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 | WESTERN LEAK DETECTION & PLUMBING | WESTERN PLUMBING MAINTENANCE | **WHELAN AIR CONDITIONING SERVICES PTY LTD 30 YEARS** | WHITEHEAD PLUMBING | WILD COMPANY
WILLIAM DURHAM 70 YEARS | **WILLOWS PLUMBING & GASFITTING 20 YEARS** | WILSON PLUMBING & DRAINAGE PTY LTD | WILVIE PTY LTD | WJ BUGG & SON PTY LTD | WOINARSKI PLUMBING PTY LTD | WOMBAT PLUMBING PTY LTD | WOODHOUSE PLUMBING & EXCAVATIONS
WOODSIDE MECHANICAL PTY LTD | WORBOYS PLUMBING, GALLANT PLUMBING | WYNDHAM PLUMBING GROUP PTY LTD | XCELL PLUMBING | XCEPTIONAL PLUMBING PTY LTD | XRM PLUMBING SERVICES | YARRA VALLEY WATER | YOUR CHOICE PLUMBERS | YOUR PRO PLUMBER
YOUR WATERWORX PTY LTD | ZABS PLUMBING PTY LTD | ZERO PLUMBING | ZINC CLADDING AUSTRALIA

Group Training and Apprenticeships



Creating a high performing team

The GTO team changed quite significantly throughout the past year. Dean Arundell joined as Victorian Manager and brings more than 20 years experience in group training. Anne Boyle and Tori Tomkins, both ex-PAV apprentices, joined the team as Field Officers and play a huge role in mentoring the apprentices as well as managing the new Women in Plumbing Program. Dean Karamesinis recently completed his Master Plumbers traineeship and has moved into the role of PAV Recruitment Officer and Zane Martin, who has previously run his own plumbing company, has joined as WHS Risk Manager. Jeff Rowden continues in his role as Senior Field Officer using his skills and knowledge to train both Anne and Tori.

PAV Field Officer Dale Scott transferred to Queensland to lead the PAQ operations as State Manager, providing greater synergy across the two operations. Dale was joined recently by Thomas Lee, a qualified plumber with more than 20 years in the trade and more recently working as a plumbing trade trainer, will take the role of Pre-Apprenticeship Project Officer. Thomas will also undertake a range of WHS activities. Wayne Smith, Senior Field Officer with more than 20 years' experience working in the building and construction sector, will continue to provide mentoring and support to our apprentices.

Instilling a culture of compliance and safety

Master Plumbers is extremely proud of the efforts throughout both PAV and PAQ to encourage and instill a greater culture around safe work practices throughout its operations and stringent management across the board. This has led to far fewer injuries which has resulted in consecutive years of a reduction in its workers compensation premium.

Protecting our apprentices through Covid

One of the greatest achievements over the past 12 months is that during a second consecutive year plagued by COVID-related shutdowns, PAV and PAQ did not terminate the employment of a single apprentice. Even through a good portion of the lockdown, apprentices were encouraged to continue training and they all continued to work. This is an outstanding achievement by the team. The Field Officers also utilised technology such as Zoom, Teams, Facetime, group chats and smart phones to mentor and support each and every apprentice. Throughout the lockdown, the team had almost 400 individual formal contacts with apprentices to complete the apprentice site visit form which reviews their progress, talks about their experiences and sets them goals to achieve before the next contact. Those numbers do not include the hundreds of other informal discussions that regularly take place.

Post-COVID Visits

During COVID, PAV and PAQ was repositioning the business in line with the business strategy to ensure that it would be in a great position post-COVID. Part of this was to set up a high performing team that would hit the ground running to ensure that all hosts and apprentices were visited face-to-face whilst growing apprentice numbers. Since lockdown, the team has completed over 400 face-to-face visits with those hosts and apprentices. This is an amazing result considering the time to organise these meetings and the travel involved. Staff are loving the interaction with apprentices, host employers, RTOs, applicants and other stakeholders.



\$1.12 million

returned to hosts from the
Boosting Apprenticeships
Commencement program

Growth Strategy

There is currently strong demand for apprentices from our host employers so the focus will be on candidates. PAV and PAQ will continue to work with various RTOs to tap into the pre-apprenticeship programs and any out-of-trade apprentices by offering advice and knowledge about our industry. We will hold sessions with Secondary Schools working with VET, VCAL and QCE students who are interested or already training in plumbing. We will also liaise with other key stakeholders such as the PPTEU, career adviser cluster groups, Local Learning and Employment Networks (LLENs), pathway providers and job centres that can assist with candidates into plumbing apprenticeships. Couple this with a strategy around out-of-trade apprentices and a reduction in terminations, this will put us in a great position for positive growth. We will continue to have the best apprentices with knowledge and experience in a various streams of plumbing.

Programs

Master Plumbers continues to work with government in relation to various projects. In Victoria, PAV is funded by the Apprenticeship Employment Network (AEN) as a preferred supplier of plumbing apprentices to Victorian Big Build Projects and has recently gained further funding for the Construction Skills Pathway Program (CSP), supplying female and Cultural and Linguistically Diverse (CALD) apprentices to Big Build sites. The Women In Plumbing Program (WIP) provides training and support to a cohort of women in a non-traditional trade. This program has been funded by both Apprenticeships Victoria in partnership with Master Plumbers.

In Queensland, PAQ have received funding from the Department of Employment, Small Business and Training to run a series of Pre-Apprenticeship programs that provide an opportunity for those with no industry experience to try the trade before committing to an apprenticeship. The labour shortages currently experienced across the industry are forcing employers to reconsider how they source their apprentices. We seek to capitalise on this opportunity to attract new clients to our services and allow them to experience the benefits of using PAV/PAQ to manage their apprentice needs.

Expansion of WHS business

The Master Plumbers Work Health and Safety (WHS) offering continues to grow. Not only is the team visiting host employers and lowering the All Injury Frequency Rate (AIFR) and Lost Time Injury Frequency Rate (LTIFR), but they also continue to sell and support our market-leading products producing over \$100k in sales. Due to the success in Victoria and Queensland, an online offering is being released. This product will provide safety systems across Australia and drive an overall improvement in safety for our industry.

269,317 hours worked toward
a plumbing qualification

41,654 hours spent training
Victoria's future plumbers

818 placements and rotations to
vary apprentice experience

798 apprentice performance
reviews/site visits

111 future plumbers commenced
their apprenticeships

96 new host employers

42 plumbers graduated
from their apprenticeships

23 out-of-trade apprentices
welcomed back to the industry

Women in Plumbing



Master Plumbers is committed to closing the gender gap in the plumbing industry, and actively seeks to encourage more women – at all stages of their career lifecycle – to pursue a career in plumbing.

The data is clear, no matter the efforts to work on a particular element of attracting and engaging women into plumbing, there has been little measurable difference in commencement, completion and retention. The current rate of participation of women in the plumbing sector is approximately two per cent, with less than 0.5 per cent on the tools.

It is our experience that women tend to follow their passion into plumbing later in life – when they are unhappy in their chosen profession. It is at this time that doing a pre-apprenticeship and funding 13 weeks without pay is an unnecessary barrier to entry into the trade. But it is at this time that women have proven to want to follow their own path and not be influenced as much by others.

There are also young women in secondary school who are not clear how to enter a trade like plumbing or never really considered it as an option in the first place. We know that there can be unconscious bias in the well-meaning careers teachers and parents, reflecting in part, a lack of understanding and exposure to successful female role models in the industry.

There has never been an end-to-end solution designed to simultaneously attract more women into plumbing, create a movement to change the culture and support them throughout their career.

To this end, Master Plumbers launched an innovative new Women in Plumbing program in 2021, backed by a major grant from Apprenticeships Victoria and investment of our own resources. The jointly-funded \$1.2 million pilot program seeks to champion a connected community of aspiring female students, apprentices and plumbers to address participation rates for women in plumbing.

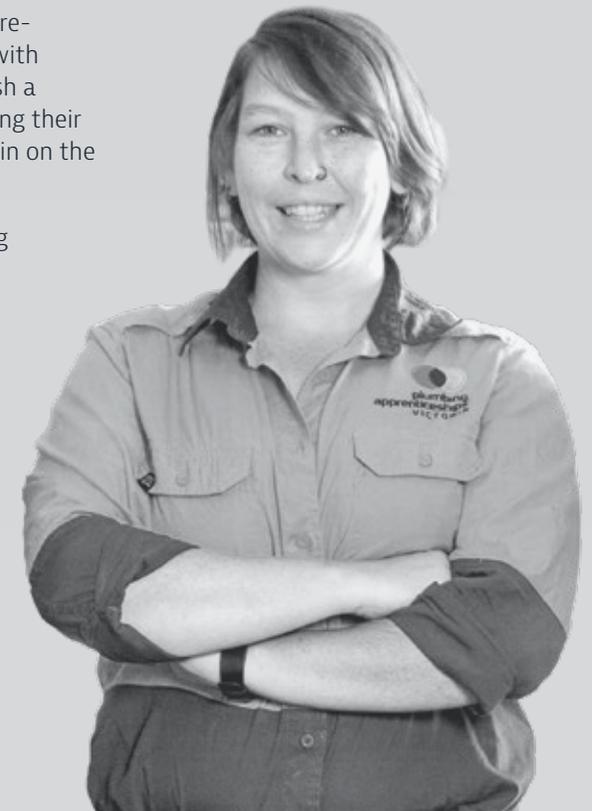
It comprises three tactical components to overcome known hurdles to attracting and retaining women in the industry:

Target careers teachers, parents and female students to ensure plumbing is accepted as a valid and highly-skilled pathway for women

Train and employ: Master Plumbers will employ 40+ women throughout the program. Most will commence a paid pre-apprenticeship which is a much-needed step to assist with completion, remove financial impediments and establish a mentoring framework. We will place these women during their pre-apprenticeships with our member companies to gain on the job work experience

Connect and Support: The program provides ongoing mentoring and peer support for aspiring female apprentices, apprentices in training and graduates throughout their career via a Master Plumbers Alumni program.

Underpinning the success of these three pillars is a campaign designed to perpetuate the stories of these women in plumbing and to start normalising the entry of women into trades, and grow their confidence to change careers knowing that they will be supported throughout the transition.



\$1.2 million

in total funding for the program
(government funding plus Master Plumbers' in-kind contribution)

23% of female

plumbing apprentices in Victoria are employed by PAV

80 women

have joined the Women in Plumbing Network

21 women
enrolled in
Certificate II courses

100%
graduated to
Certificate III courses

70% of students

train at Master Plumbers @ PICAC campuses



The Plumbing and Fire Industry awards was a great opportunity for the WIP network to get together and celebrate their contribution and achievements in the plumbing industry.



History was created at Box Hill Institute this year with an almost all female Pre-Apprenticeship class.



Part of creating a movement of inspired female plumbers involved social activities for our network to get to know others in the industry and share their experiences.

Events



Plumbing on Show Expo

Students exploring a career in trades, apprentices and plumbing enthusiasts alike descended upon the Plumbing Industry Climate Action Centre (PICAC) Narre Warren on August 6, as the doors opened to the public for the Plumbing on Show Expo, presented by Master Plumbers.

The state-of-the-art plumbing training complex in Melbourne's thriving southeast was the perfect setting to showcase the latest developments in the industry, ranging from careers information and training demonstrations for those looking to enter the trade, right through to exhibitor demonstrations and keynote presentations from industry experts for the seasoned professionals looking to keep up with the latest developments in plumbing.

With the support of event sponsor Apprenticeships Victoria, and sponsors Women in Plumbing and Plumbing Apprenticeships Victoria, the Expo kicked off with a keynote presentation from industry experts Paul Bonsak, Managing Director at IAPMO and Jon Palfrey, Commercial Manager at Thermal Energy Solutions, who shared their knowledge on plumbing sustainability, clean energy and new technologies. Mr Palfrey remarked that there's plenty to look forward to in the realm of plumbing.

"It's such an exciting time in the industry, I wish I was starting my career again now."

Those looking to kick off their careers in plumbing were treated to an array of hands-on plumbing training demonstrations including guttering, PVC pipe work and silver braising – including Henry, aged 10.

"My dad is a plumber and I've seen a lot of the stuff that he does but to actually do it myself today has been really exciting. Joining the copper pipes with the torch was fun and looks really cool with the big flame."

The growing number of females interested in plumbing was also evident with many exploring the Centre throughout the day and taking in the panel discussion that discussed the opportunities available to women in the plumbing industry.

Industry stalwart and plumbing instructor Shelley Decker hosted the panel of business owners and managers and prompted shared experiences from all involved to discuss the variety of opportunities that are possible for women who want to get involved in plumbing.

"For a long time, I've had a dream to develop a business that had a sole focus to employ and empower female plumbers." Said Kimberley Smyth, of Hey Sista Plumbing.

"There are so many customers I see on the job who, for a variety of reasons, prefer to have a female tradesperson in their home to do a job. I'm proud that I'm able to facilitate this need for them."

The free coffee, bacon and egg rolls, and sausage sizzle on the hydrogen BBQ courtesy of the Australian Gas Infrastructure Group were also a big hit with the crowd, and the perfect fuel to consume whilst browsing the curated collection of heritage items that demonstrated the simplicity and ingenuity of a bygone era in the industry.

Bendigo Golf Day

The final year's event was also held in memory of Geoff Moroney. A founding member of the Bendigo Golf Day and active Committee Member, Geoff enjoyed a long and successful career in plumbing that spanned five decades and was well known throughout the Central Victoria region.

Master Plumbers' Board recognised Geoff's outstanding contribution to the Association and its' members with Life Membership. Geoff's family was presented with a certificate honouring Geoff's commitment to the Association.

This year, over \$35,000 was raised from donations and sponsorship of the event. All the proceeds from the Golf Day were donated to Camp Quality, who support and make a difference to kids facing cancer and their families.

A special thanks to Phil Kelly, and the Golf Day Committee for their efforts in putting together a fantastic event, and raising much needed to donations to a great cause. Over the last 30 years this event has raised over \$377,000 for Camp Quality. This was the final event for the Golf Day Committee who have now retired and we express our sincere appreciation for their efforts over many years.

Box Gutter Sizing Seminar

Our first face-to-face industry night post-COVID was held on 1 June at PICAC Narre Warren, where more than 40 members and stakeholders attended. The session included a presentation by Dam Busters on box gutter design, followed by a tour of the facility and practical demonstration of new products. The format was very successful and highly valued by those who attended. The presentation was videoed and can be viewed by scanning the QR code to the right.

Know Your Award Seminar Series

The 'Know Your Award' Seminar series was convened by Master Plumbers' Senior Workplace Relations Advisor Phil Eberhard, who sat down with members and discussed the terms and conditions of the National Employment Standards, and the specific clauses of the Plumbing and Fire Sprinklers Award 2020.

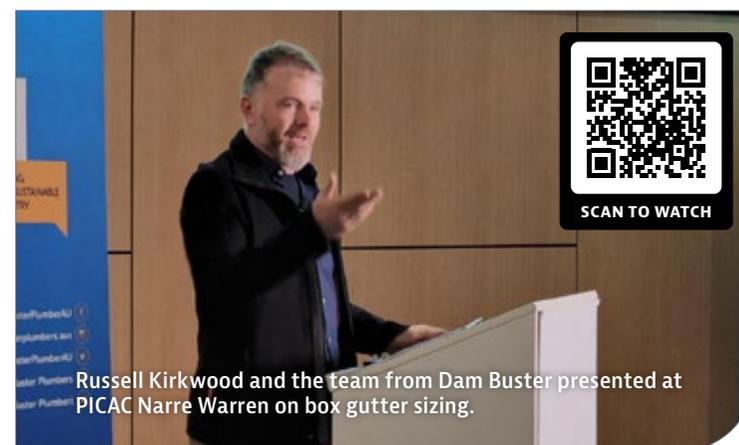
The popular session was delivered in a virtual format just a few weeks later to those who couldn't attend in person. Keep an eye out in the year ahead for more opportunities to hear from Master Plumbers in-house experts.



Board and Life Member Kevin Shiners presents Helen Moroney with a Life Membership awarded to her late husband Geoff, a founding member of the Bendigo Golf Day



The Australian Gas Infrastructure Group kept the golfers fed with sausages from the hydrogen BBQ. Pictured with Master Plumbers' Board Member, Michael Tomlinson.



Russell Kirkwood and the team from Dam Buster presented at PICAC Narre Warren on box gutter sizing.

Plumbing & Fire Industry Awards

10

The sixth annual Plumbing and Fire Industry Awards (PFIA) were held on Thursday 17 March 2022 at Crown Palladium.

More than 500 guests came together for the industry event, which had been rescheduled twice due to COVID, to celebrate the achievements of committed professionals who excel in their trade or whose work has made a great impact on their company or the industry.

Event Emcee Lehmo kicked off the entertainment with a few laughs and reminded us all how great it was to be back at events...*in person*, while Kate Ceberano and her band belted out a collection of original songs and covers that got the crowd up on the dancefloor.

18 Award winners were crowned on the night.

Plumbing and Fire Industry Awards 2021 Winners

EXCELLENCE IN EDUCATION AND TRAINING AWARD sponsored by InSinkErator
Warren Marnell, Fire Industry Training

EXCELLENCE IN OCCUPATIONAL HEALTH AND SAFETY AWARD sponsored by Incolink
Jackie Sim-Coutts, Entire Mechanical

WOMEN IN PLUMBING ROSE CURTIS AWARD sponsored by Apprenticeships Victoria
Joint winners: Tahley Houghton, PAV and Amy Kosterman, Geelong Fire Services

INDIGENOUS PROFESSIONAL AWARD sponsored by Raw Group
Kaelun Brown, Pathway Plumbing Service

EXCELLENCE IN SUSTAINABILITY AWARD sponsored by IAPMO
Michael Tomlinson, Tomlinson Plumbing

NFIA APPRENTICE AWARD sponsored by Victaulic
2020: Stuart George, Entire 2021: Amy Kosterman, Geelong Fire Services

EXCELLENCE IN FIRE PROTECTION AWARD sponsored by Fire Industry Training: Steve Horner

AHSCA TOM CLEMENTS CONSULTANT OF THE YEAR AWARD sponsored by Conex|Bänninger
Bruce Clements, Clements Consulting Group

AHSCA COMMERCIAL PLUMBING AFFILIATE OF THE YEAR AWARD sponsored by Enware
Geschke Plumbing

AHSCA SALES REPRESENTATIVE OF THE YEAR AWARD sponsored by AHSCA
Shane Ross, Rehau

MECHANICAL SERVICES AWARD sponsored by Hutchinson Builders
Bailey Medwell, JE Mechanical & Plumbing Services Pty Ltd

FRANK MASKELL GENERAL PLUMBING AWARD sponsored by Reece
Khayne Horman, Cooke & Dowsett

NA SMITH GAS AWARD sponsored by Energy Safe Victoria
William Moxey, ODM Plumbing

PROJECT OF THE YEAR sponsored by Cbus
Cooke & Dowsett for the Sunshine Hospital Emergency Department (SHED)

THE ANDREW LETTEN GOLD MEDAL AWARD sponsored by Apprenticeships Victoria
Khayne Horman, Cooke & Dowsett

WILLIAM P. HITE LEADERSHIP EXCELLENCE AWARD sponsored by PICAC: Russell Menzies





**Women in Plumbing
Rose Curtis Award Winner**
Tahley Houghton



**Mechanical Services
Award Winner**
Bailey Medwell



**Indigenous Professional
Award Winner**
Kaelun Brown



**Excellence in Sustainability
Award Winner**
Michael Tomlinson



**Frank Maskell General
Plumbing Award & Andrew
Letten Gold Medal Winner**
Khayne Horman



**AHSCA Commercial Plumbing Affiliate
of the Year Award Winners**
Geschke Plumbing



**Master Plumbers CEO Peter Daly addressing
the crowd at the 2021 Plumbing and Fire Industry Awards**



Apprentice Awards

Master Plumbers has promoted and rewarded education and training through the Gold Medal and Training Awards.

A fantastic night was had by all who attended the 2022 Awards and Graduation ceremony held on Friday 15 July, with a long list of nominees for each award demonstrating the skill, effort and commitment of the students within the Master Plumbers RTO and Plumbing Apprenticeships Victoria (PAV) programs.

A huge thank you to our Award Sponsors Cbus, PBA Safety, Incolink, inSinkErator, Milwaukee, Plumbing Apprenticeships Victoria, The Women in Plumbing Program, Reece and Rheem.

Master Plumbers would like to congratulate all of our apprentices for their achievements this year.

Master Plumbers RTO Awards

Nominees: Riley Loton, Jake Holstein, James Fisher, Jasmine Garner, Shi Tong, Daniel Cooper, Maxx Doyle, Bolin Zhou, Nathan Brown, Cara Cutri, Naomi Taylor, Michael Edwards, Patrick Riley, Justin Jongsma, Jordan Tait, Hexiang Gao, Peter Cutera

MOST OUTSTANDING 1ST YEAR APPRENTICE AWARD

Sponsored by Milwaukee: Maxx Doyle

MOST OUTSTANDING 2ND YEAR APPRENTICE AWARD

Sponsored by Plumbing Apprentices Victoria: Justin Jongsma

MOST OUTSTANDING 3RD YEAR APPRENTICE AWARD GENERAL PLUMBING

Sponsored by Reece: Hexiang Gao

MOST OUTSTANDING 3RD YEAR APPRENTICE AWARD MECHANICAL SERVICES

Sponsored by Rheem: Riley Loton

Plumbing Apprenticeships Victoria Awards

Nominees: Austin King, Hadi Mohammadi, Flynn Read, Martin Brennan, Michael Macdonald, Anthony O'Shea, Clint Maloney, Jack Forbes, Kade Perry, Matthew Glen, Michaela Healey, Flynn Read, Jill Melville, Louis Gaud, Michael Langdon, Nathan Brien, Jessah Iliopoulous.

SIR ROHAN DELACOMBE 1ST YEAR APPRENTICE AWARD

Sponsored by CBUS: Clint Maloney

PETER PRATT 2ND YEAR APPRENTICE AWARD

Sponsored by PBA Safety: Jack Forbes

DON PRITCHARD 3RD YEAR APPRENTICE AWARD

Sponsored by Incolink: Michaela Healey

DON PRITCHARD 3RD YEAR APPRENTICE AWARD

Sponsored by Incolink: Anthony O'Shea

ALFRED ATHERTON 4TH YEAR APPRENTICE AWARD

Sponsored by Insinkerator: Nathan Brien

THE WOMEN IN PLUMBING PROGRAM ENCOURAGEMENT AWARD

Sponsored by Women in Plumbing: Hayley Bransden



Host Recognition Award

This year, Master Plumbers wanted to recognise the great work done by the host companies who are responsible for guiding our apprentices through their apprenticeship with invaluable practical hands-on experience.

The Host Recognition Award has been created to acknowledge the hosts who are going above and beyond to ensure that our plumbers of the future are getting a first-class training experience.

HOST RECOGNITION AWARDS:

CDC Investment Group Pty Ltd

Kilburn Plumbing Pty Ltd

Project Plus Plumbing Services Pty Ltd

Wilson Plumbing & Drainage Pty Ltd

PAV Graduating Apprentices: (2021/2022)

Mitchell Butt, Darren King, Shane Pattinson, Matthew Perriman, Gabriel Beck-Godoy, Shashi Deka, Blake Di Medio, Joseph Galluccio, Dimitrios Guicas, Adam Janousek, Ryan Lamb, Mohamed Rasool, Harley Volgyesi, Justin Brook, Toby Geeves, Nicholas Parveez, Kade Perry, Samuel Wignall, Marco D'Aversa, Mitchell Day, Alexander Forbes, Joel Impeduglia, Rhys Kirkpatrick, Michael Langdon, William McEvoy, Alexander Mitrevski, David Pacovski, Shaun Scott, Benjamin Ambrosi, Jiaen Zhang



Host Recognition Award recipients

(L to R) Dean Arundell, Manager Plumbing Apprenticeships Victoria with Peter Hertzog (Project Plus), Fred Offers (Kilburn Plumbing), Paul Barnes (CDC Plumbing), John Smith (Wilson's Plumbing)

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 36 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 was 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.

DANIEL SMOLENAARS VICE-PRESIDENT

Daniel has over 30 years' experience in the plumbing industry. He is the Managing Director of Smolenaars Plumbing and has facilities in Sale and Traralgon. 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, civil construction, 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.

GRANT DONALD HON. TREASURER

Grant is a qualified plumber who has been involved in the industry for over 46 years. He is a Director of Premier Plumbing Service, a commercial plumbing company based in Ballarat. Proudly, their membership with the Master Plumbers has continued unbroken for 71 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. Grant is also a Justice of the Peace.

KEVIN SHINNERS DIRECTOR

Kevin's company, Shinners 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 a prentice 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.

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, 17 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 it's important to help others broaden their knowledge, and is excited about the role hydrogen will play in the industry's future. Michael is also Chair of the Plumbing & Gas Fitting Division Committee and a Non-Executive Director for Master Plumbers Australia & New Zealand.

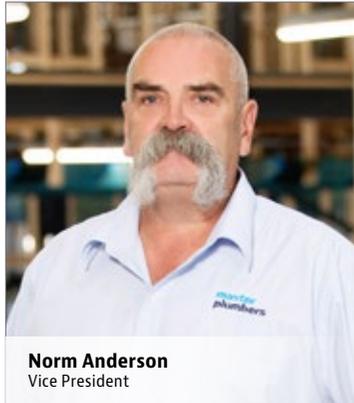
RENEE SHANKAR, BOARD MEMBER (NON-VOTING)

Renee is an experienced public relations and stakeholder engagement professional, having provided expertise across a range of industries for more than 15 years. This has included community engagement on major infrastructure projects as part of Victoria's Big Build, as well as consulting with the medical and allied health industries to better support people with a workplace or transport injury.

Renee holds a Bachelor of Business, Master of Communication and is in the process of completing a Juris Doctor (Master of Laws) at RMIT. She is passionate about gender equality and increasing participation of women in the plumbing industry. Renee has also worked as a volunteer with the Asylum Seeker Resource Centre and undertaken internships at the Law and Advocacy Centre for Women.



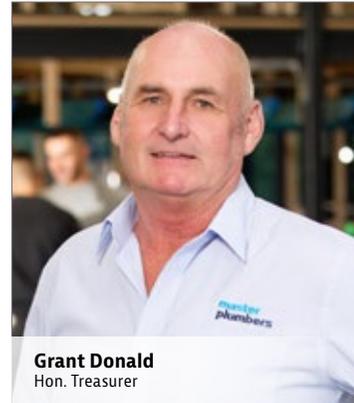
Scott Dowsett
President



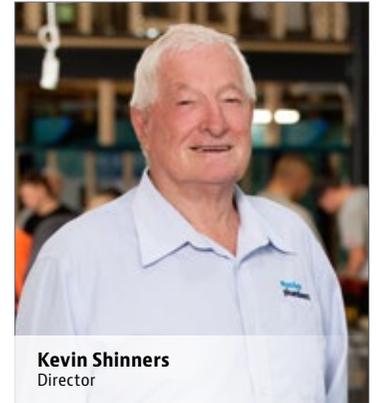
Norm Anderson
Vice President



Daniel Smolenaars
Vice President



Grant Donald
Hon. Treasurer



Kevin Shinnars
Director



Michael Tomlinson
Director



Greg Tink
Director



Renee Shankar
Board Member



Lorien Dalmau
Board Member



Peter Daly
Secretary

LORIEN DALMAU, BOARD MEMBER (NON-VOTING)

Lorien has over 15 years of experience in the construction industry and holds an Executive MBA from Melbourne Business School. She started her career on the tools and is a Qualified Carpenter. As Executive Project Director at a Tier 1 builder, she successfully delivered several Projects valued over \$140M+ and major business transformation programs. Lorien is currently the General Manager of Shape Homes, a residential builder constructing approximately 400 homes annually for Victorians.

Lorien's broad and varied experience in the industry has taught her the importance of strong relationships and collaboration, the impact of strong advocacy and leadership for the construction and plumbing industries. Lorien brings to the Master Plumbers Board a strong focus on how we can work together to prepare our industry for today's market and tomorrow's challenges.

PETER DALY SECRETARY, (NON-VOTING)

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 Incolink, the Indigenous Plumbing and Sanitation Foundation, Plumbing Staff Solutions, Master Plumbers Australia and New Zealand and a number of Master Plumbers' associated entities.

Thank you for your service

Rob Hansen retired from his position as director on the Master Plumbers Board in 2022. In his term on the Board, Rob was a valuable contributor with a strong 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. Master Plumbers thanks you for your contribution to the Association.



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 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, Trades Business of the Year in the National My Business Awards in 2019 and 2020 and Plumbing Services winners in the 2021 Australian Small Business Champions Awards. 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 2021/22, 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





Christopher Unwin
National Councillor



Glenn Howard
National Councillor



David McCarthy
National Councillor



Phill Craig
National Councillor



Peter Jensen
National Councillor

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



Financial Report

14

Statement of profit or loss and other comprehensive income for the year ended 30 June 2022

REVENUE	2022 (\$)	2021 (\$)
OPERATING REVENUE		
Government grants	2,281,101	3,526,250
Apprentice and tradesmen hire	9,860,729	7,530,534
Members' subscriptions and related services	1,273,454	1,178,877
Training	3,425,954	2,376,579
Magazine advertising	232,171	182,236
OTHER REVENUE		
Investments & property rental	288,839	392,788
Royalties	265,898	351,531
Other revenue	86,703	265,453
TOTAL REVENUE	17,714,849	15,804,248
EXPENSES		
Employee expenses	13,053,212	11,199,158
Occupancy expenses	185,042	140,244
Professional services & legal fees	534,281	362,246
ICT expenses	142,157	110,001
Motor vehicle expenses	52,924	30,602
Administration & other expenses	3,452,448	3,551,227
TOTAL EXPENSES	17,420,064	15,393,477
Profit before income tax	294,785	410,771
Income tax expense	-401	(1262)
Gain/(loss) on revaluation of land & buildings		0
GAIN ON REVALUATION OF FINANCIAL ASSET	-282,573	37987
TOTAL COMPREHENSIVE INCOME	11,811	447,496





Statement of financial position as at 30 June 2022.

CURRENT ASSETS	2022 (\$)	2021 (\$)
Cash and cash equivalents	3,468,355	2,890,234
Trade and other receivables	2,554,998	2,790,313
Other assets	145,941	183,220
Financial assets	530,819	528,125
TOTAL CURRENT ASSETS	6,700,113	6,391,893
NON-CURRENT ASSETS		
Financial assets	4,483,114	4,521,651
Property, plant and equipment	3,114,220	2,801,847
Investments	9,257,371	9,400,763
Intangibles	130,851	72,450
TOTAL NON-CURRENT ASSETS	16,985,556	16,796,712
TOTAL ASSETS	23,685,669	23,188,605
CURRENT LIABILITIES		
Trade and other payables	3,546,997	3,195,407
Employee benefits provisions	907,941	802,398
TOTAL CURRENT LIABILITIES	4,454,938	3,997,804
NON-CURRENT LIABILITIES		
Employee benefits provisions	94,141	66,019
TOTAL NON-CURRENT LIABILITIES	94,141	66,019
TOTAL LIABILITIES	4,549,079	4,063,823
NET ASSETS	19,136,590	19,124,781
EQUITY		
Retained earnings	19,328,307	19,033,925
Reserves	-191,717	90,856
TOTAL EQUITY	19,136,590	19,124,781



OUR VISION IS A STRONG, RESPECTED AND SUSTAINABLE PLUMBING INDUSTRY.

OUR MISSION IS TO PROVIDE REPRESENTATION AND SERVICES TO SUPPORT THE SUCCESS OF OUR MEMBERS, THE FUTURE OF THE PLUMBING INDUSTRY AND THE HEALTH OF THE COMMUNITY.

The return of the **Plumbing & Fire Industry Awards** after a two-year hiatus due to COVID-19 was a highlight of the year.



PLUMBING & FIRE INDUSTRY
AWARDS
2021

RLS

Incol



ANNE BOYLE, FORMER PAV APPRENTICE, RETURNED TO MASTER PLUMBERS IN 2021 AS A FIELD OFFICER AND IS NOW RUNNING THE WOMEN IN PLUMBING PROGRAM

**Master Plumbers and Mechanical Services
Association of Australia**

Unit 15 / 306 Albert Street
Brunswick Victoria 3056

ABN 56 296 473 997

www.plumber.com.au

Printed October 2022