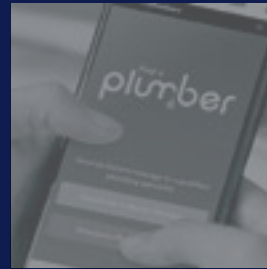


# master plumbers

Expert. Committed. Professional.



ANNUAL REPORT

2019

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**.

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Master Plumbers President **Scott Dowsett** presenting **Arthur Robinson** with a milestone certificate recognising 50 years of Membership with Master Plumbers at the 2019 AGM



# President & Chief Executive Report

On behalf of the Master Plumbers Executive Board, we are pleased to present the Association's Annual Report for 2019.

Over the past year, Master Plumbers has made a step-change towards meeting the modern-day needs of our members in the increasingly complex and competitive world they operate in. Your Association has invested in the technology and capability to deliver what matters most to our members, the industry and our long-term future.

We started on a journey of digital transformation in 2018 to build more sophisticated platforms and channels to connect with our members. Master Plumbers' next-generation website and member portal are now live – unlocking more ways than ever for us engage with, understand and deliver what members want. This has been designed with the user in mind, offering a more personalised and streamlined experience that is setting the benchmark for other Associations to follow. Master Plumbers understands that our members are operating in an increasingly competitive environment and that it can be difficult to keep up with rapid changes in technology, industry trends and consumer demands. The popularity of on-demand platforms has opened the door to competition that may not always be qualified for the job. Master Plumbers is helping our members stand out in this crowded digital marketplace with our new Find-a-plumber tool - an on-demand platform that lists members only, and is designed to help consumers find the right Master Plumber for their needs.

The new suite of digital tools is designed not only to help our members grow their businesses, but to support the growth of our industry and thereby, the Association. Plumbing is a sustainable, highly sought-after trade facing a serious skills shortage. Our investment in technology means that we now have greater access and opportunity to engage with and promote the benefits of a plumbing career to the next generation. But our focus has been on more than just enhancing our digital footprint.

Training is a critical and inseparable part of Master Plumbers value to our members and the role we play in supporting the future of our industry. Through a partnership with the Plumbing Industry Climate Action Centre (PICAC) and the Plumbing Union, Master Plumbers opened a \$30 million state-of-the-art training facility in Narre Warren. With classes commencing in March 2020, this new campus combines the latest plumbing technology with modern teaching facilities and extends our offering into one of the most rapidly growing regions of Melbourne. Adding to our campuses in Geelong and Brunswick, this new facility extends Master Plumbers' proud reputation of providing industry-leading graduate and post-graduate education.

Master Plumbers continues our commitment to life-long learning and future-proofing our industry through our Continuing Professional Development (CPD) program. CPD is the recognition of ongoing learning and training. It aligns learning throughout a plumber's career with regulatory, compliance and technological developments and provides a level of confidence to consumer and regulatory bodies. Our new user-friendly CPD portal makes it easy for our members and their employees to track their learning and make sure they stay up to date with our ever-changing industry. With 500 already participating and a growing list of training and learning options - we encourage all members to register with Master Plumbers and get recognition for the professional development many are currently undertaking.

## More meaningful membership

Master Plumbers seeks to support members through every stage of their plumbing career- from becoming an apprentice, to building and growing a business and life-long learning and development.

Last year, Master Plumbers' membership grew to 925 members at 30 June. Core to this growth has been our ability to shape and deliver benefits that are meaningful and relevant to our members' needs, recognizing that it's not a one-size-fits-all approach.

Our member benefits are designed to address the pain points that members face in the course of running their businesses - whatever stage or size of business they might be in. More than 1,200 calls were made to Master Plumbers' experts by members seeking advice on industrial relations, workplace health and safety or technical issues. Members took advantage of free access to our suite of Australian Plumbing Standards, with more than 4,000 views and downloads through the year. Last year, we expanded our offering to include AS4032.3 Water supply - Valves for the control of heated water supply temperatures. Overall, free Standards access has not only saved our members \$570,000, it ensures that they have access to the latest Standards and updates.

Master Plumbers is realigning our corporate partnerships to deliver a stronger offering of member benefits that save our members money and help them grow their businesses. Members accessed workflow management software through partners such as simPRO and i4Tradies and tapped into business support services and Insurance offerings through partners such as SP Solutions and Marsh Advantage Insurance respectively.

Members saved thousands of dollars on the costs associated with running their business including discounts on vehicle purchases through Toyota, savings on labour hire and the purchase of fuel. Approximately 2.7 million litres of fuel were bought by members through our Caltex and BP discount programs, collectively saving them around \$60,000.

Over the next 12 month's we will continue our focus a smaller number of higher value partnerships.

## Driving stronger connections with our members

Master Plumbers exists for the benefits of our members and the communities in which they operate. We are connecting with our members in more ways and more often than we ever have before.

The 2019 communications strategy had a big focus on our digital transformation, delivering an industry leading website to help facilitate a greater variety of content and more personalised messaging.

We continued to refine our electronic communication strategy by delivering more meaningful content on a



less intrusive schedule by leveraging off the accessibility of our new website, our burgeoning social media following of more than 10,645 and the information that we learn about our members.

Last year, almost 1,000 people attended Master Plumbers events, designed to help them connect with each other and key stakeholders. Events ranged from new member morning teas, to industry seminars and expos at locations across Victoria. We know that events take valuable time out of our members' busy schedules, so over the past year we have realigned our events calendar to target locations and topics that our members really value. We have also shared more information via webinars, videos and digital content this year to give all our members the opportunity to connect with us remotely.

Master Plumbers Radio, a podcast series interviewing industry experts on business and professional development topics grew to average 430 downloads per episode across the eight-episode series. The popularity of this stream has proven another viable channel to reach our members and we will continue to develop this offering as part of our approach to provide greater choice to how members and stakeholders choose to engage with us.

The membership team has also grown – bringing increased capability and renewed commitment to understanding our members' individual needs. Master Plumbers reached out to members more often in 2019 - with updates on industry changes, new member benefits and news. We spent more time with members in their business to see firsthand the day-to-day challenges they face. We look forward to engaging in more conversations over the year ahead and continually improving our members' experience with the Association.

Representing members’ interests

Master Plumbers is committed to ensuring members’ interests are represented at a state and federal level and we had a very busy year in this regard. Collectively, Master Plumbers represents 925 member organisations and more than 4,600 plumbers.

Master Plumbers completed a review of AS4575 Type A Gas Appliance Servicing and developed Gas Service Packs to inform consumers and help them understand the difference between a superficial check and the comprehensive appliance service necessary to safeguard their family.

Complex plumbing is an area where we have made inroads but much still needs to be done. We all know of instances where projects have been delayed, buildings left unsafe or expensive time-bombs hidden or buried due to non-compliant, sub-standard plumbing.

Plumbing failure comes in different forms and can occur in all stages of the project lifecycle, from conception and design to ongoing maintenance burdens. It is a significant cause of dispute and an added, unwelcome and largely unnecessary cost to clients, consumers and the taxpayer.

Consider rainwater harvesting; off-site manufacturing; prefabricated buildings and bathroom pods; incomplete or non-compliant third-party independent hydraulic designs; water authority connections for sewer, water and fire services; passive fire; modern construction practises and compressed construction programs. These and many more aspects of contemporary plumbing systems present a high order of risk which few people would have imagined in simpler times.

Without a regime of rigorous audit and inspection undertaken by a knowledgeable, well-resourced and respected regulator, the system will remain without the necessary checks and balances. Master Plumbers is working to ensure that in areas like complex plumbing there are appropriate licensing and controls brought into place.

A new registration/licence for thermostatic mixing valves (TMV) came into force in November, requiring practitioners to have undertaken recent training or otherwise prove their knowledge/experience to safely undertake this high-risk work

Master Plumbers ran additional TMV training courses to address this demand for training. We worked hard to highlight industry concerns and to develop improved phase-in of the new requirements with VBA, which we achieved. This involved removal of duplication in assessment, scheduling of additional training and refresher sessions into the future, and ensuring that

businesses and plumbers who have done the right thing can continue to service TMVs.

Master Plumbers also provided formal submissions or were consulted on:

- Prefabricated plumbing/Watermark certification project;
- Review of Victorian Residential Tenancies Regulations;
- Review of the VBA scope for Fire Protection Inspection and Testing;
- Review of the current national training package;
- Ongoing regular discussions with regulators and other industry stakeholders;
- Expert Review of Australia’s Vocational Education and Training System; and
- Regulatory Impact Statement development of options for phase-out of open flued gas appliances.

Master Plumbers’ advocacy on these priorities 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.

Our members continued to provide input to various technical advisory bodies, including the development and revision of Australian Standards. We take this opportunity to recognise this significant contribution and thank those members for giving their valuable time and knowledge on behalf of their industry.

Training our industry

Master Plumbers delivered more than 100,000 hours of training to 900 students across our Certificate II Pre-apprenticeship, Certificate III Apprenticeship and post-trade Certificate IV programs, together with specialist training programs at the Master Plumbers PICAC Brunswick and Geelong campuses.

The brand-new state-of-the-art campus at Narre Warren was unveiled during the World Plumbing Conference in September with classes to commence in March 2020.

Our approach to quality education tailored to the student continues to pay dividends. This is evident in the fantastic results of our students completing their independent Journeyman’s examinations with first-pass clearance rates that are well above the state average.

Members saved nearly \$138,000 in post-trade training at Master Plumbers and this is sure to increase over coming

years as we expand our delivery. Adding to our offerings, we worked with RMIT University to pilot a Diploma in Project Management, contextualised to the plumbing industry, with the first class of students graduating in December 2019.

In addition to our formal education programs, Master Plumbers again provided a range of information and awareness sessions across Victoria partnering with the Victorian Building Authority and Energy safe Victoria.

Master Plumbers is seeing an increase in demand for specialised post trade programs including Type A Appliance Servicing, Type B Appliance Installation and Commissioning and Commissioning and Maintaining Backflow Prevention Devices. This is an indication of the complexity and diversity of the industry and the need for the Association to provide these programs.

Plumbing Apprenticeships Victoria (PAV), our Group Training Scheme, has a strong focus on providing high-quality apprentices to industry at a competitive rate. We did this also whilst managing our agreement with the Victorian State Government to assist those with high needs, disadvantaged backgrounds, with a diverse cultural mix and while encouraging more women to the trade.

We devoted significant effort to building stronger relationships with our host employers to better understand their businesses. Our Field Officers, all of whom hold formal OHS qualifications, spent more of their time working with apprentices and host employers on site to ensure the partnership between PAV, business and apprentice is productive and provides industry with the next generation of work-ready plumbers. Members who use apprentices through PAV receive a significant discount and saved more than \$144,000 on apprentice hire over the year.

Building member equity

We are pleased to report that member equity increased by over \$750,000 over the 2018-19 financial year to nearly \$18.3 million. The Association returned a healthy operational profit of just over \$450,000 for the year.

Looking forward

Master Plumbers continues our commitment to leading a strong, respected and sustainable plumbing industry. We recognise the importance of preparing for future challenges whilst ensuring the industry gains we have achieved in the past are not diluted.

In the year ahead, Master Plumbers will be looking to leverage our investments in technology, assets and capability to deliver further member value and growth.

We will expand our training offering at Narre Warren and enhanced teaching facilities at Brunswick. We will continue to roll-out post-trade training and to respond to the growing demand for specialist skills, we will enhance our capacity to take specialist training delivery to members across the state.

We will expand the breadth and offering of our CPD program and invite all members and their employees to get on board. We will continue to strengthen our stakeholder relationships both across Victoria and Nationally, to drive greater positive impact and benefit to the industry and our members.

The roll-out of our digital strategy will continue with further enhancements to our website and Find-a-plumber tool, together with new products, services and communication activity. Importantly, we will continue our efforts to better connect with our members in person and online, and communicate effectively in the way members prefer. We encourage our members to take advantage of these new channels to provide feedback and insight into what you would like to see from your Association.

In closing, we welcome new members and thank existing members for their continued loyalty. To our colleagues who volunteer on our Executive Board and National Council, we thank you for your custodianship of the Association on behalf of its members.

With our solid financial position, trusted brand, dedicated and committed staff and enhanced capability, Master Plumbers is well-placed to support our members well into the future.

  
**Scott Dowsett**  
President



  
**Peter Daly**  
Chief Executive Officer and Secretary





# Delivering Member Value



\$570,000

saved by members accessing Australian Standards



\$138,000

saved by members completing plumbing training with Master Plumbers



\$144,000

saved by members hiring apprentices through Plumbing Apprenticeships Victoria



2.7 million

litres of discounted petrol purchased through corporate programs with Caltex & BP



1,200 calls

calls made by members to Master Plumbers' OH&S, IR and Tech experts for advice



961 people

attended Master Plumbers events

# Membership

Master Plumbers' membership grew strongly in 2019, driven by a benefits program designed specifically with our members in mind.

Being a member of Master Plumbers means you are part of an association committed to supporting your success, the future of the plumbing industry and the health of the community. In doing so, members enjoy access to a host of events, briefings and meetings throughout the year to learn about industry developments, share their views and connect with other members and key stakeholders.

We know that events take valuable time out of our members' busy schedules- so over the past year, we have realigned our events calendar to target locations and topics that our members really value. We have also shared more information via webinars, videos and digital content this year - to give all our members the opportunity to connect with us remotely.

## Divisional Meetings

### Major Contractors

In 2019, two meetings of the Major Contractors Division were held with presentations on the changes to the Plumbing Code of Australia (PCA) and fire sprinkler regulations, Master Plumbers advocacy campaigns and Complex Plumbing.

### Plumbing and Gasfitting Division

The Plumbing and Gasfitting Division met quarterly in 2019 with presentations and member discussion on a number of industry developments through the year including Gas Appliance Servicing Standards, the National Construction Code, Thermostatic Mixing Valves (TMV) licensing and residential fire sprinklers.

A special roofing contractors meeting was held to discuss issues around roof plumbing installations and requirements, in addition to a meeting that highlighted the requirements of Type A Gas Appliance Servicing.

### Heating and Cooling Division

A meeting of the Heating and Cooling Division was held to discuss plumbing regulations and the standards around residential heating and cooling, gas appliance servicing and flexible ductwork.

## Events

The Association was once again active on a social front, hosting a range of events. Last year, almost 1,000 people attended Master Plumbers events designed to help them connect with each other and key stakeholders. Events ranged from new member morning teas, to industry seminars and expos at locations across Victoria.

## New member benefits

In 2019, Master Plumbers introduced a number of new member benefits in addition to the extensive suite of discounts our members can access through our corporate partners. In addition to our new website and member portal, an enhanced Find-a-plumber tool and our CPD program, we have developed a new Workplace Health and Safety Management System to help plumbing businesses continually assess and improve their WHS operations and standards. The system is tailored to the plumbing industry and is a step-change in the offering we have for our members.

<b>Ordinary Members</b>	
Category B : 2 Operatives	271
Category C : 3-5 Operatives	276
Category D : 6-10 Operatives	121
Category E : 11-25 Operatives	58
Category F : 26+ Operatives	23
Life Members	12
<b>Sub Total</b>	<b>761</b>
<b>Affiliate Members</b>	
Category A : Sole Trader	79
Category I : Individuals	25
Category M : Corporate Partners	60
<b>Sub Total</b>	<b>164</b>
<b>MEMBERSHIP SUB TOTAL</b>	<b>925</b>

# Representing Member Interests

## Gas appliance consumer awareness program



**Vanessa Robinson** (CEO of the Chase and Tyler Foundation) and **Peter Daly** (CEO of Master Plumbers) jointly announce a consumer awareness program around the safe installation and servicing of gas appliances at the Master Plumbers Plumbing Expo in Geelong.

## Vehicles as a workplace handbook



## Fighting for positive change MPANZ campaign



## Advocating member interests



# Advocacy & Information

Master Plumbers continued to advocate our seven industry priorities: Ensuring the health and safety of our community; Safeguarding consumers' access to compliant plumbing products; Providing a fit-for-purpose compliance system; Delivering a four-year comprehensive plumbing apprenticeship program; Providing lifelong learning to future-proof our industry; Supporting security of payment for plumbing contractors; and Cutting red tape to build a more efficient plumbing industry.

Some of our activities included:

### Gas Service Packs

Master Plumbers partnered with The Chase and Tyler Foundation to promote consumer awareness around the safe installation and servicing of gas appliances.

In addition to promoting the importance of regular servicing for gas appliances, the program also serves to educate other trades such as electricians as well as the wider community about how changes to the environment in which the appliance operates can affect its ability to operate in a safe manner.

### Vehicles as a workplace

Master Plumbers developed a guide to help businesses manage their exposure to safety risks on the road. The greatest serious injury risk to workers can be the use of vehicles. While everyone has a responsibility to use the roads in accordance with the law, the responsibility of business owners goes further to ensure that employees are not exposed to hazards and that they are as safe as practicable.

### Continuing Professional Development (CPD)

Master Plumbers worked with the State Government and regulatory bodies to advocate the benefits of mandatory CPD for the plumbing industry. Master Plumbers was proud to launch our CPD program in 2019.

### Complex/Commercial plumbing

Master Plumbers continued its work on the complex/commercial plumbing project managed by DELWP that looks at the current compliance regime around larger more complex plumbing works and will incorporate the role of design, currently the responsibility of the licensed installer and is due for completion in 2020.

### Thermostatic Mixing Valves (TMV)

Master Plumbers ran additional TMV training courses in 2019 to address this demand for training. We worked hard to highlight industry concerns and to develop improved phase-in of the new requirements with VBA, which we achieved. This involved removal of duplication in assessment, scheduling of additional training and refresher sessions this year and next, and ensuring that businesses and plumbers who have done the right thing can continue to service TMVs.

### Fighting for positive change

Master Plumbers consulted with the other Associations under the Master Plumbers Australia and New Zealand banner to produce 'Fighting for positive change' a national document outlining our five priorities for the plumbing industry across the country ahead of the federal election.

### Prefabricated plumbing/Watermark certification

Master Plumbers consulted in a project that looked at the adequacy of the Watermark certification for prefabricated plumbing works such as bathroom, kitchen pods and manifolded water heaters on skids, where this work has been Watermarked instead of providing a certificate of compliance for the plumbing works by the installing licensed plumber. This work will continue into 2020.

Master Plumbers also provided formal submissions or were consulted on: Review of AS4575 Type A Gas Appliance - Quality of Servicing; Review of Victorian Residential Tenancies Regulations; Review of the VBA scope for Fire Protection Inspection and Testing; Review of the current national training package; and ongoing regular discussions with regulators and other industry stakeholders.



# Media and Communications

110,000

copies of **Australian Plumbing Magazine** were distributed across Australia.  
More than **2000** people have also read the digital version of the magazine online.



157,943

page views on the **Master Plumbers website**  
*Most visited pages:*  
**Find a Plumber**  
8051 visits  
**Apprenticeships with PAV**  
4380 visits



10,645

total social media audience size across  
Facebook **7,683**  
Twitter **1,063**  
Instagram **1,265**  
and LinkedIn **634**



79,790

emails sent to members throughout the year  
**131** campaigns sent  
Average open rate **45.8%**  
*(industry benchmark is 22.4%)*



43,257

visitors to the **Master Plumbers website plumber.com.au**  
*highest traffic sources:*  
Google **63.6%**  
direct to website **28.4%**  
social media **2.5%**



3,430

**Master Plumbers Radio** podcast episode downloads  
*Top episodes for the year:*  
**The Barefoot Investor**  
1211 downloads  
**Level Playing Field**  
530 downloads





# World Plumbing Conference

The World Plumbing Conference 2019 was held Wednesday 11 September to Friday 13 September at the Melbourne Convention Centre, presented by Caroma Smart Command.

Visiting Australia for the very first time, the 12th triennial conference spanned three days and was centred on the Four Pillars of Plumbing: Participation; Practices; Protection; and Products.

Master Plumbers Australia and New Zealand was a platinum sponsor of this year's Conference which saw more than 500 industry participants, representing 30 countries, visit the great city of Melbourne.

World Plumbing Conference, hosted by Master of Ceremonies Rob Gel from Re-think Sustainability, offered a unique opportunity for the global plumbing community to come together for knowledge sharing, networking and professional development.

Sir Peter Cosgrove, AK AC(Mil) CVO MC (Retd) welcomed delegates to the event and spoke about how his own experiences abroad showed him the importance of water and sanitation infrastructure to less-developed countries and communities.

There was a great collection of guest speakers from across industry and beyond that embodied the theme of shared knowledge in their respective presentations that explored the Four Pillars of Plumbing.

Master Plumbers Australia and New Zealand hosted a breakout session about Women in Plumbing. It was standing room only for participants, who heard some fantastic women leaders in our industry share their stories on challenges they have overcome and where our industry is headed.

Other highlights of WPC 2019 include keynote speeches from Mark Pesce (Futurist), Mark McManus (General President of the UA), Phil Woolhouse (Hydraulics) and Vanessa Robinson (Chase & Tyler Foundation). There were also other insightful breakout sessions for Legionella, Backflow Prevention and the National Fire Industry Australia.

Congratulations to the team lead by Shayne La Combre which delivered a fantastic event.



President **Scott Dowsett** welcoming guests



Some of the Master Plumbers representatives



Members of the World Plumbing Council



**Vanessa Robinson**, CEO of the Chase and Tyler Foundation



**Sue Eddy**, CEO of the Victorian Building Authority



The speaking panel at the Woman in Plumbing session presented by Master Plumbers Australia and New Zealand



**Lisa Cutler**, Professional Development Coach



**Shayne La Combre**, CEO of PICAC





“

I was honoured to win the NA Smith Gas Award at this year's PFIA's, I really enjoy what I do and to be recognised for something I love is a bonus”

**JOEL ANDERSON**

Commercial Hot Water and Maintenance

# Plumbing & Fire Industry Awards

The fifth annual Plumbing & Fire Industry Awards (PFIA) were held Friday 13 September 2019 at The Melbourne Room, Melbourne Convention Centre. This year the PFIA was combined with the World Plumbing Conference Gala Dinner and had over 750 local and international plumbing and fire protection industry participants, award winners, partners, friends and family members in attendance.

EXCELLENCE IN EDUCATION AND TRAINING AWARD

Jake Cranny, PPTEU

EXCELLENCE IN OCCUPATIONAL HEALTH AND SAFETY AWARD

Wayne Chequer, Allstaff Air-Conditioning

TRADELINK WOMEN IN PLUMBING ROSE CURTIS AWARD

Kimberley Smyth, Hey Sista Plumbing (pictured top right)

INDIGENOUS PROFESSIONAL AWARD

James Kinniburgh, RAW Recruitment

EXCELLENCE IN SUSTAINABILITY AWARD

Commercial Hot Water and Maintenance

NFIA APPRENTICE AWARD

Dylon Reed, Leemark Fire Protection

EXCELLENCE IN FIRE PROTECTION AWARD

Ewan Downes, Geelong Fire Services

AHSCA TOM CLEMENTS CONSULTANT OF THE YEAR AWARD

Bruce Clements, Clements Consulting Group

AHSCA COMMERCIAL PLUMBING AFFILIATE OF THE YEAR AWARD

Cooke & Dowsett

AHSCA SALES REPRESENTATIVE OF THE YEAR AWARD

Greg Brittain, Zip Industries

MECHANICAL SERVICES AWARD

Victoria Tomkins, Plumbing Apprenticeships Victoria

(pictured top left)

FRANK MASKELL GENERAL PLUMBING AWARD

Brandon Bresolin, Plumbing Apprenticeships Victoria

NA SMITH GAS AWARD

Joel Anderson, Commercial Hot Water and Maintenance

(pictured opposite page)

PROJECT OF THE YEAR (JOINT WINNERS)

Wilson Plumbing and Drainage for Melbourne and Olympic

Park Refurbishment; and

Geelong Fire Services for Australia 108

LOU MAGLIO APPRENTICE OF THE YEAR MEDAL AWARD

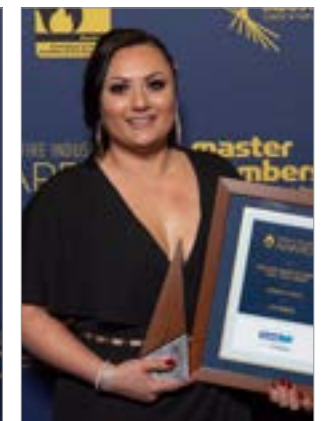
Jack Carter, Combined Fire Systems (SA)

THE ANDREW LETTEN GOLD MEDAL AWARD

Brandon Bresolin, Plumbing Apprenticeships Victoria

WILLIAM P. HITE LEADERSHIP EXCELLENCE AWARD

Mark McManus, United Association (USA)







“I cherish every chance given to me so I can show what I can do and how good I can be. With this, I build up my confidence which I think is the most important thing for every apprentice”

**CHARLIE ZHU**  
Plumbing Apprenticeships Victoria

# Master Plumbers' Apprentice Awards

A great night was had by all who attended the 2019 Awards, with a long list of nominees for each award demonstrating the skill, effort and commitment of the students within the Master Plumbers apprentice training programs.

## Master Plumbers RTO Awards

### NOMINEES:

Joel Anderson, Tahley Houghton, Jeremy Chea, Tadan Vitacca, Zachary Berthun, Michael Miller, Nathan McManus, Jonathan Magnone, Joshua Traine, Dean Milliken, Jack Sharp, Felipe Bley da Silveira de Oliveira, Salem Zoghaib, Troy Powell

### MOST OUTSTANDING PRE-APPRENTICE AWARD

Dean Milliken

### MOST OUTSTANDING 1ST YEAR APPRENTICE AWARD

Felipe Bley da Silveira de Oliveira (*pictured top right*)

### MOST OUTSTANDING 2ND YEAR APPRENTICE AWARD

Joshua Traine

### MOST OUTSTANDING 3RD YEAR APPRENTICE - GENERAL PLUMBING

Tahley Houghton (*pictured bottom left*)

### MOST OUTSTANDING 3RD YEAR APPRENTICE - MECHANICAL SERVICES

Troy Powell (*pictured bottom right*)



## Plumbing Apprenticeships Victoria Awards

### NOMINEES

Norm Yazbek, Daryl Williamson, Damon Koutsouras, Brad Giblin, Simon Micallef, James Mort, Michael Langdon, Troy Powell, Hayden Dickson, Victoria Tomkins, Bruce Gao, Tahley Houghton, Harley Volgyesi, Jackson Pollock, Charlie Zhu, Rodman Fulton, Mitchell Butt, Mohseen Amer, Taylor Vanderwiel, Lachlan Simpson, Corey Delidakis

### SIR ROHAN DELACOMBE 1ST YEAR APPRENTICE AWARD

Charlie Zhu (*pictured opposite page*)

### PETER PRATT 2ND YEAR APPRENTICE AWARD

Jackson Pollock

### DON PRITCHARD 3RD YEAR APPRENTICE AWARD

Hayden Dickson

### ALFRED ATHERTON 4TH YEAR APPRENTICE AWARD

Troy Powell

### 2019 PAV GRADUATING APPRENTICES:

John Robinson, Clark Blyth, Mark Robb, Juan Francisco Mochales, Daniel Grillo, Cristofer Chiera, Joseph Temple, Matthew Bisognano, Dylan Pyndiah, Craig Sterling, Jake Jokic, Matthew Jolly, Corey Baker, Karly Tapner, Jack Basile, Aidan Wood, Brandon Bresolin, Jake Fisher, Darcy Urry, Luke Volpe, Shaun Rehill, Stuart Masson, Blaise Menzies-White, Thomas Orr, George Betts, Dafydd James, Benjamin Armstrong, Mokhtar Mahamood, Ciaran Lawrence, Lochlan Burton, Lochlan Cassie, Lucas Poretti, James Trusler, Victoria Tomkins, Karl Agyeman, Carla Piscitello, David Sigle, Joel Pante, Lachlan Phelan, Tao Hing Lim, Jye Collins, Jack Deany, Mark Pasini, Bobby Morton, Zachary Racovolis, Luke Pettenon, Marcus Pickles







# Digital Transformation

One of the focus points for the Association in 2019 has been the redevelopment of plumber.com.au and rebuilt Find-a-plumber tool. The digital transformation project not only sees Master Plumbers demonstrate its intent to invest in digital infrastructure to deliver a more streamlined member offering, it sees us set the benchmark for other Associations to aspire to.

## The new plumber.com.au

Master Plumbers launched its new look website in 2019, the 12-month project culminated in another step on our journey of digital transformation.

Conscious of industry trends and the speed at which technology continues to evolve, Master Plumbers ensured that the website was built with a user focus and constructed on a platform that allowed the site to evolve in parallel with the Association.

The new site addresses many pain points raised by members and other users of the site and builds on the valuable information that members and the general public have come to expect from the Master Plumbers.

This new site is part of our ongoing commitment to provide more value to our members and give them the tools they need to grow their businesses.

Some of the key features of the new site include:

- A new CPD toolbox and information on Master Plumbers Continuing Professional Development;
- Full mobile phone 'responsiveness' so you can access the site while working on-site or on the road;
- Improvements to layout and design, to make it easier to read and navigate;
- New back-end technology to make it easy to adapt our site and provide new tools or products to meet your changing needs; and
- New personalised member experience to help deliver greater personalisation and easier access to all the benefits that come with being a member of Master Plumbers.

## Find-a-plumber

In preparing for the website redevelopment, we identified that the Master Plumbers member directory, available to match consumers with plumbing problems to Master Plumbers, didn't facilitate modern consumer behaviour, so we set about developing a 'finder' tool that would go beyond simply providing a list of options and instead facilitate the communication between the two parties.

The new Find-a-plumber is a directory of Master Plumbers members monitored by Master Plumbers, where members are listed against their areas of expertise, and work they are qualified to complete.

Members manage their Find-a-plumber user profile via the new member portal where they list the types of work they are qualified to do and the hours that they are available to work.

Consumers looking for a plumber are guided through a few simple questions about their plumbing job to detail the type of work they need done and are presented with a list of Master Plumbers who best suit their needs based on their plumbing speciality and location.

Once a plumber has been selected from the list, Find-a-plumber initiates an SMS sequence between the two parties to facilitate completion of the job from quote stage through to payment.

The Find-a-plumber system is managed by Master Plumbers via an online portal and provides visibility of individual jobs and member performance, through to providing reports for job type and location.

It will be an important plank of our consumer-facing marketing activities in 2020.



# Corporate Governance

The Board currently comprises eight Directors elected from the National Council, the Association Secretary who is appointed as Chief Executive Officer and one non-member non-voting Director. 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 27 years’ experience in the commercial plumbing industry and has been a Member of the Association since 1997. He is Director of Cooke & Dowsett Pty Ltd, an international tier 1 commercial plumbing company that employs licenced plumbers across Australia and New Zealand.

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



**Norm Anderson** Vice-President

Norm has over 36 years’ experience in the commercial plumbing industry and is the Director of NSG Plumbing Pty Ltd, a Melbourne-based company offering contract, maintenance, design and construct services.

NSG Plumbing currently employs 70 full-time employees. Norm is an active member of the Major Contractors Division and is a representative of the National Council, as well as a Member of the Victorian Government’s Plumbing Advisory Committee.



**Kevin Shinnars** Vice-President

Kevin’s company, Shinnars Plumbing, has been a Master Plumbers Member since 1953.

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

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



**Grant Donald** Hon. Treasurer

Grant is a qualified plumber who has been involved in the industry for over 40 years. He is Director of Premier Plumbing Service, a commercial plumbing company based in Ballarat. Premier Plumbing Service is a third generation family-owned and operated company. Proudly, their membership with the Master Plumbers has continued unbroken for 70 years.



**Peter Daly** Secretary, Chief Executive Officer

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

Peter is a Director of the Indigenous Plumbing and Sanitation Foundation, Plumbing Staff Solutions and Master Plumbers Australia and New Zealand



**Rob Hansen** Director

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

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



**Daniel Smolenaars** Director

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

Smolenaars Plumbing deliver all facets of the plumbing industry covering new construction, civil earth works and pipe installation, with a specialisation in plumbing and gas maintenance. They have continued to expand the business into domestic and commercial hydronic heating, whilst also focusing on undertaking the role of principle contractor on opportunities within the local region.



**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 work stations at PICAC.



**Michael Tomlinson** Director

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

Michael is also a non-Executive Director of The Chase and Tyler Foundation.



**Ken Gardner** Director (non-voting)

Ken is well-known throughout the plumbing, gasfitting and energy industries. His experience covers interaction with all levels of government, industry, unions and plumbing businesses. He has spent ten years on the Plumbing Industry Commission and has also had a key role in National Licensing.

He is currently on the board of Incolink, the Industry Skills Council, the Plumbing Industry Climate Action Centre (PICAC), and the Plumbing Joint Training Fund.

Ken is also Chair of the Plumbing Advisory Committee in Victoria.



# Financials

Statement of profit or loss and other comprehensive income for the year ended 30 June 2019.

REVENUE	2019 (\$)	2018 (\$)
Operating Revenue		
Government grants	258,163	274,020
Apprentice and tradesmen hire	10,070,244	9,960,486
Members' subscriptions and related services	1,233,920	1,195,580
Training	1,945,939	1,948,102
Magazine advertising	187,110	215,902
Other Revenue		
Investments & property rental	432,992	455,756
Royalties	314,737	266,589
Other revenue	48,021	41,031
<b>TOTAL REVENUE</b>	<b>14,491,126</b>	<b>14,357,466</b>
<b>EXPENSES</b>		
Employee related expenses	11,392,396	11,417,172
Occupancy expenses	119,396	118,857
Professional services & legal fees	692,876	485,889
ICT expenses	84,038	75,108
Motor vehicle expenses	39,419	46,468
Administration & other expenses	1,711,271	2,027,400
<b>TOTAL EXPENSES</b>	<b>14,039,396</b>	<b>14,170,894</b>
Profit before income tax	451,730	186,572
Income tax expense	(2035)	(252)
Gain/(loss) on revaluation of land & buildings	291,306	
Gain on revaluation of financial asset	21,377	3,857
<b>TOTAL COMPREHENSIVE INCOME</b>	<b>762,378</b>	<b>190,177</b>

Statement of financial position as at 30 June 2019.

CURRENT ASSETS	2019 (\$)	2018 (\$)
Cash and cash equivalents	2,059,115	3,059,587
Trade and other receivables	1,484,856	1,768,189
Other assets	300	24,707
Financial assets	224,084	218,216
<b>TOTAL CURRENT ASSETS</b>	<b>3,768,355</b>	<b>5,070,699</b>
<b>NON-CURRENT ASSETS</b>		
Financial assets	4,459,858	3,933,525
Property, plant and equipment	2,582,343	1,319,703
Investments	9,278,468	9,410,058
Intangibles	210,442	23,350
<b>TOTAL NON-CURRENT ASSETS</b>	<b>16,531,111</b>	<b>14,686,636</b>
<b>TOTAL ASSETS</b>	<b>20,299,466</b>	<b>19,757,335</b>
<b>CURRENT LIABILITIES</b>		
Trade and other payables	1,376,782	1,408,616
Employee benefits provisions	597,768	809,404
<b>TOTAL CURRENT LIABILITIES</b>	<b>1,974,550</b>	<b>2,218,020</b>
<b>NON-CURRENT LIABILITIES</b>		
Employee benefits provisions	69,520	46,297
<b>TOTAL NON-CURRENT LIABILITIES</b>	<b>69,520</b>	<b>46,297</b>
<b>TOTAL LIABILITIES</b>	<b>2,044,070</b>	<b>2,264,317</b>
<b>NET ASSETS</b>	<b>18,255,396</b>	<b>17,493,018</b>
<b>EQUITY</b>		
Retained earnings	17,939,846	17,490,151
Reserves	315,550	2,867
<b>TOTAL EQUITY</b>	<b>18,255,396</b>	<b>17,493,018</b>



# In the Community

## 2019 Victorian Premier's Volunteer Champions Awards

Master Plumbers Vice President and Life Member Kevin Shinnars was honoured in the 2019 Premier's Volunteer Champions Awards presented at Government House on 1 December, receiving a Service Award for his contribution to the plumbing industry.

The Service Award pays tribute to community-minded people who have made persistent and selfless contributions to a community, people, group, organisation or cause in Victoria.

Kevin is the soul and conscience of the plumbing industry in Victoria and the embodiment of the Master Plumbers and Mechanical Services Association of Australia motto – expert, committed and professional. He was part of the executive committee for 13 years and continues as the Association's Vice President to this day. A quiet force in the plumbing industry, Kevin has selflessly served, taught, mentored, improved and led the industry since he joined in 1960.



## Bendigo Plumbers Charity Golf Day

The 29th Annual Bendigo Plumbers Charity Golf Day was held on Friday 4 October at Neangar Golf Club in Bendigo, raising another \$22,000 for Camp Quality, taking the total funds raised through this initiative past \$330,000.

Well done to the Bendigo team of Geoff and Helen Moroney, Phil and Marg Kelly, Brett and Jenny Crapper and everyone who has helped along the way for their continued success with this event.

We look forward to 2020 where this event will reach it's 30th anniversary!



# Vale Graham White

Master Plumbers was saddened by the passing of industry stalwart, Past President of the Association and Life Member, Graham White in November 2019.

Graham was a valued and distinguished member of the plumbing fraternity and the Master Plumbers Association. Graham's contribution to our industry and the Association earned him the respect of his peers and has forged a legacy that will remain for many years to come.

Following in his father Oliver's footsteps, Graham became an apprentice to his father in 1947, embarking on a career in a profession that he held in high esteem.

To quote Graham from the Associations biography "The plumbing licence had to be earned - first there was a certificate of proficiency and then there was the oral exam with the Board of Works. But when you finally got it, it felt real beaut. It was like you had arrived!"

Graham's passion for plumbing was evident from the outset, earning him the Master Plumbers Association Scholarship in 1953 to send 'the best plumbing student' to America to experience plumbing methods overseas.

Selected on the basis of character, suitability to represent Australian plumbers and the ability to report back on plumbing abroad, the £500 scholarship funded Graham's year-long trip to San Francisco, Denver and New York City, where he was employed as a Journeyman.

As well as growing his general confidence and life experience, Graham also gained many ideas about how to better organise and carry out work.

Referred to as 'The Rock of the Association' by colleagues, Graham helped steer the Association through the tumultuous times including:

- The first ever national 24-hour strike in the union's history when almost 20,000 plumbers across the country walked off the job in 1968; and
- The Association's decision to break away from the Victorian Employees Federation (VEF) in 1970.

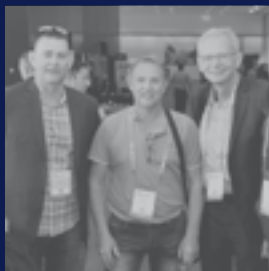
Graham became president of the Association in 1974-1975, where he helped the Association register as an employers' body with the Australian Arbitration Commission and applied for a federal award.

"It was a very stressful time and there were some factions within the Association that weren't real happy...It took nearly two years, and then all the negotiations afterwards to formulate the award, but we eventually got there. It was a watershed moment for the industry and set the Victorian Association on course to becoming the Federally Registered Body."

Graham was awarded Life Membership at the State Conference in Warrnambool in 1984, he was the Association's Secretary at the time.







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