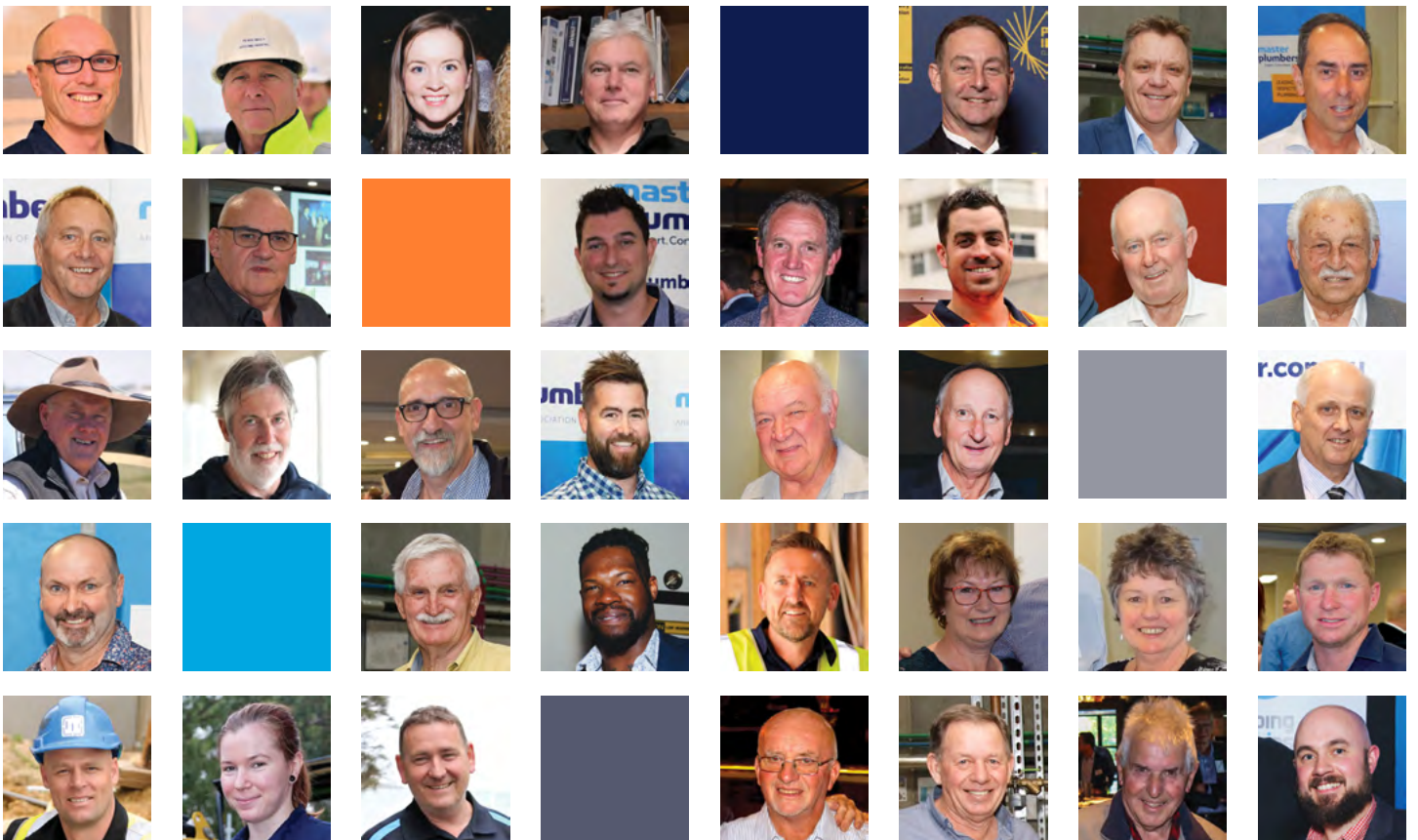




**master
plumbers**
Expert. Committed. Professional.

**ANNUAL REPORT
2020**



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Gallant Plumbing



Scott Dowsett



Peter Daly

President & Chief Executive Report

From devastating bushfires to a health and economic crisis, 2020 has challenged us at every level, from the individual to a global scale. It has been a test of leadership, of systems and relationships. And it has been testament to the power of communities to keep us connected, supported and safe. Master Plumbers is proud to have served our community of members and our industry throughout this year – and to have been there when it mattered most.

Responding to a Crisis

Over recent years, Master Plumbers has undertaken a measured expansion, strategically investing in the technology, capability and networks to be able to respond to the ever-changing demands on our industry. When the crisis hit, Master Plumbers was ready to respond and deliver.

Master Plumbers' next-generation website and member portal were launched late last year, delivering more sophisticated platforms and channels to connect with our members. In the early stages of the pandemic, staying on top of the often-changing directives from government - from site rules, to the status of apprentice training, right through to the eligibility requirements and scope of various government assistance packages and programs – was a challenging, yet crucial role for the Association. Master Plumbers monitored these announcements, consulted with key decision makers and then contextualised the guidance for our members, making it available in real time on our COVID19 web portal and communication channels.

The Importance of Staying Connected

Master Plumbers quickly established a wide range of on-line forums and seminars, providing members with an important vehicle through which they could share experiences, ask questions, and provide advice to one another. Seminars and forums were established covering a wide range of issues, such as advice and information on apprenticeships, on how training would work in the pandemic, and even on how to have difficult conversations with staff about having to stand them down or make them redundant.

To help members in an operational sense, Master Plumbers developed and distributed tailored pro forma COVID related on site documentation such as information kits, signage for on-site about sanitation and social distancing. Master Plumbers provided audit support and on site COVID safety check lists and developed tailored Safe Work Method Statements to assist members and their staff to be COVID safe at work.

The team of experts at Master Plumbers were available around the clock to respond to members queries and provide tailored advice. We recruited staff across the entire business to call every member and check in on their welfare, ask them what support they needed and explain what help was available to them. Membership fees were frozen on 1 July and flexible payment plans offered to ensure members experiencing financial difficulty could continue to access their benefits and the support of the Association.

Master Plumbers launched a series of surveys to monitor member sentiment and experience across various stages of the pandemic. With hundreds of responses received, the information collected through the survey allowed us to advocate to governments, to the industry and to the regulators for necessary change as well as identify what further support our members needed through the year.

Our ongoing engagement with members has highlighted the increasing toll COVID has taken, not just on their businesses, but on their mental health. Master Plumbers launched a new series of health and wellbeing initiatives this year including a 12-month campaign in partnership with Incolink and a program providing financial support and access to employee assistance programs together with Caroma Cares. Master Plumbers looks forward to working more closely with our partners to make further inroads in this space.

The increase in member support and engagement in 2020 is reflected in the year-on-year comparison with 2019. Visits to the Master Plumbers' website plumber.com.au increased by approximately 17 per cent. Master Plumbers sent over 100,000 emails to members this year, an increase of nearly 22 per cent on the year before. Our social media audience has grown by 20 per cent to 11,695 and we had more than 57,000 video views online with our new member promo video garnering more than 22,500 alone.

Our events calendar moved onto digital platforms this year. While we all grew accustomed to Zoom and Facebook live, the new format of webinars and virtual meetings has been embraced by our members. With a membership spanning the entire State, the virtual option has made it possible for more members to join us, when travelling would have otherwise made it impossible. More than 1,000 members attended a digital event this year, and while we look forward to seeing more of you in-person next year, the option of joining us virtually as well as in person will become a regular feature on the calendar.

More Meaningful Membership

Master Plumbers' membership grew to 932 members at 30 June 2020, the highest on record.

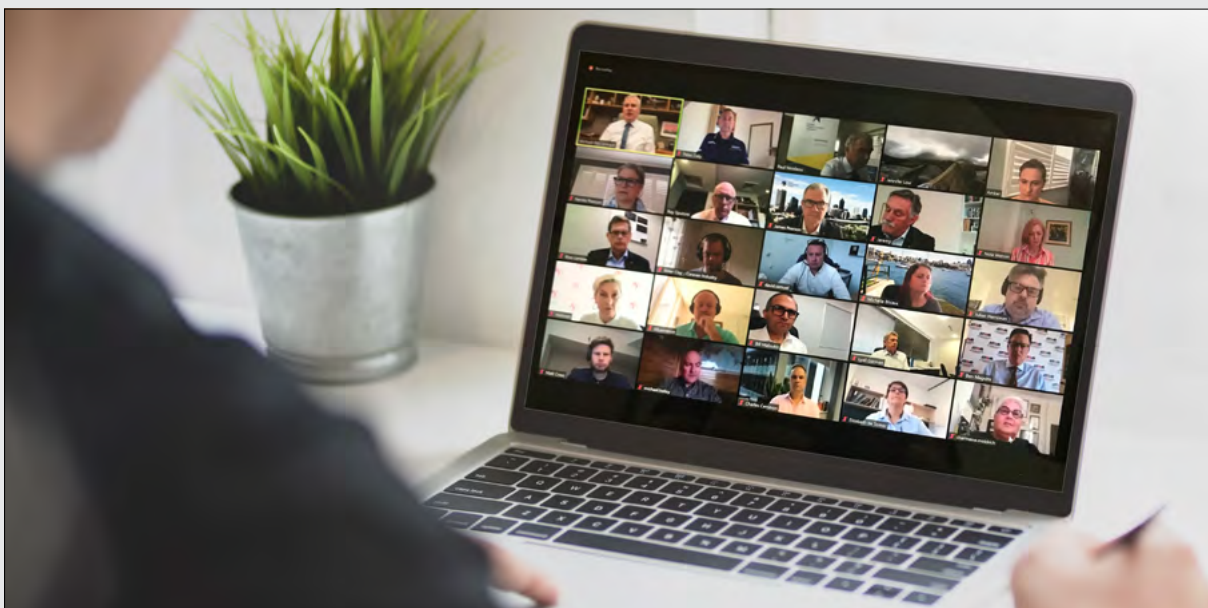
Core to this growth has been our ability to shape and deliver benefits that are meaningful and relevant to our members' needs, recognizing 2020 created a host of new challenges for our members and their businesses.

From early in this crisis Master Plumbers strongly encouraged members to plan for the future recognizing that by doing so, businesses could come out of the crisis leaner, more competitive and better able to respond to market needs. Lockdown forced most of us on to digital platforms and for businesses, it highlighted the critical importance of having a digital presence in the market. And while some businesses were well set-up, many were not.

This year, Master Plumbers expanded our member offering in the digital space, with a suite of new partners such as Podium which offer members discounted services in digital marketing and online reviews. Master Plumbers members also have access to a greater range of workflow management programs as well as discounted access to the contract tracing platform provided by our new partner 1Breadcrumb.

Master Plumbers knows that it has been increasingly difficult for members to stand out in the crowd and that COVID-19 made it even more challenging to attract business. To drive more leads directly to our members, this year Master Plumbers undertook multiple radio advertising campaigns across both regional Victoria and metropolitan Melbourne. Designed to encourage consumers to always look for a Master Plumber, the ads continue to drive traffic to Find-A-Plumber, our on-demand platform that lists members only, and is designed to help consumers find the right Master Plumber for their needs. We encourage members through personal phone contact to make sure their profile is up to date to take full advantage of Find-a-Plumber.

Members saved thousands of dollars on the costs associated with running their business in 2020 by taking advantage of a host of discounts on everything from fleet costs, to fuel, labour hire and training. Members saved over \$360,000 in fleet purchases through our corporate partner Toyota. Approximately 3.4 million litres of fuel were bought by members through our Caltex and BP discount programs, collectively saving them thousands of dollars.



Members also reached out to Master Plumbers' experts in record numbers with over 1,500 calls seeking advice on COVID19, industrial relations, workplace health and safety or technical issues. This year we expanded our technical advice team to be able to respond to the volume and complexity of issues members have requested support for.

Our industrial relations team has continued to provide a critical service for our members and the industry on employment and workplace relations issues. We are pleased to report that Master Plumbers and the Plumbers Union finalised the establishment of a new Enterprise Agreement, taking direction and feedback from member meetings. The Agreement strengthens our industry and maintains the joint commitment of plumbing employers and employees to best-practice training, health and safety and well-being, including medical and mental health services.

COVID-19 heightened our focus on workplace safety, with a significant increase in demand for information on how to keep sites and employees safe. In addition to fielding almost 400 phone calls, conducting 48 apprentice safety inductions and 22 site visits, our OH&S Officer has supported members in the implementation of 114 work health and safety systems and SWMS.

We spent more time with members discussing their business challenges and we look forward to engaging in more conversations over the year ahead as our economy moves into a stage of recovery.

Advocacy

Representing over 900 businesses employing more than 5,000 plumbing professionals, Master Plumbers has long played the role of conduit between government(s) and those businesses and individuals. However, never has this two-way communication role been more important than during the COVID pandemic.

Master Plumbers assumed an active leadership role in representing the industry to government and the government to industry. The Association focused on ensuring that governments and decision-making bodies fully understood the vital role plumbing plays in the health of the community and that the COVID restrictions allowed for vital maintenance and emergency plumbing works to continue. The Association's advocacy was crucial to ensuring the COVID crisis did not parlay into a broader health crisis or associated catastrophe. We worked with government and our industry stakeholders to design the layers of detail necessary to ensure that in domestic, commercial and public buildings the water was clean and safe, HVAC operated safely, and that vital industries, like energy generation, kept operating in a COVID safe way. The results include a suite of COVID operating protocols for the construction industry which reflect tailored measures for the plumbing industry. Master Plumbers will continue to work with key government and industry stakeholders as we shape our new COVID-normal.

Whilst COVID19 has dominated our advocacy activity in the last eight months, we have not lost sight of those technical matters that continue to impact our industry.

We are disappointed with the slow progress of bringing Australian Standard 4575, the gas appliance servicing standard, to market. After further deaths in recent years from Carbon Monoxide poisoning due to faulty gas appliances, it is hard to believe Victoria still hasn't adopted the revised standard for Type A appliance servicing. There is still no adequate compliance regime around gas appliance servicing, and this exposes plumbers/gasfitters to civil and criminal penalty risk, which they should not have to face. In response to this problem, Master Plumbers stepped in and developed a toolkit to provide members with a systematic servicing approach to all gas appliances. Produced after significant industry consultation, two new gas appliance packs were made available for members to purchase



Reliable Plumbing

this year with Master Plumbers donating to the Chase & Tyler Foundation for every pack purchased. We have pursued the two Victorian Ministers responsible vigorously and look for a positive outcome prior to winter.

Master Plumbers has long advocated the need for better regulation of the complex plumbing sector and the good news is that we are finally seeing some progress in Victoria. The Department of Environment, Land, Water and Planning 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 are keen that this is not allowed to stall.

Members have reported several concerns and we are seeing evidence of Plumbers Liability Insurance policies with new clauses inserted to exclude liability for work above two stories or above 10 metres amongst others. We immediately notified the Victorian Building Authority and have been advised that these policies will not meet the Ministerial Order and will not be accepted at Licence renewal. Members can be assured that your Association understands these problems and is working with government and industry to find better solutions.

The National Licensing scheme for plumbing once again became a hot topic this year. The Australian Building Codes Board released a discussion paper on a National Registration Framework for building practitioners with the Federal Treasurer seeking to introduce a new national occupational licensing scheme (including plumbing) across Australia from January 2021. Master Plumbers welcomed the move, having long argued for greater consistency and uniformity for plumbing occupations across Australia. However, it is critical that any national licensing or registration scheme cannot become a 'race to the bottom'. There are inevitable risks to the safety and protection of the community if changes are not implemented in consultation with our industry or with the requisite regulatory oversight.

Training our Industry

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.

This year, Master Plumbers commenced classes at our new \$30 million state-of-the-art training facility in Narre Warren, opened in a partnership with the Plumbing Industry Climate Action Centre (PICAC) and the Plumbing Union. The 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 the campuses in Geelong and Brunswick, this new facility extends Master Plumbers' proud reputation of providing industry-leading graduate and post-graduate education.

The esteem in which Master Plumbers training is held was acknowledged late last year, when the Victorian Building Authority (VBA) introduced a new specialised class for the service and repair of Thermostatic Mixing Valves (TMV). To meet the surge in demand, Master Plumbers introduced additional training, bridging and refresher courses. In recognition of the rigour of our



training and assessment processes, the VBA allowed Master Plumbers to fast-track licenses for its students, forgoing the need for them to complete an external VBA assessment.

When COVID-19 hit, the Master Plumbers team mobilised immediately to ensure apprentice training could continue with only limited disruption. As much content as possible was moved online and for those components that required face-to-face learning, the team put in place everything needed to keep staff and students working in a COVID safe environment. We were successful in advocacy to Victorian Government to support industry not for profit RTOs as well as TAFEs with a \$200,000 grant to develop online training resources and in seeking an exemption to allow critical post trade training to be held.

A new digital format was also launched this year for a series of free Gas Heater Safety webinars to all plumbers in Victoria. More than 1,770 plumbers joined the webinar series delivered by Master Plumbers in conjunction with the Victorian Building Authority and Energy Safe Victoria.



In the last financial year, Master Plumbers delivered more than 100,000 hours of training to over 1,000 students across our Certificate III Apprenticeship and post trade Certificate IV programs, together with specialist training programs at the Master Plumbers PICAC campuses. Members saved nearly \$92,000 in post-trade training at Master Plumbers and this will only increase over coming years as we expand our delivery across the State.

The number of female students participating in construction and trade courses is increasing, however women comprise just two per cent of workers in the Australia construction industry. Master Plumbers is strongly committed to improving gender quality outcomes in our industry and is proud to have worked with the Building Industry Consultative Council (BICC), who in partnership with the Victorian Government, launched the Building Gender Equality: Victoria's Women in Construction Strategy 2019-2022 earlier this year. The strategy is designed to attract, recruit and retain women to the construction industry and Master Plumbers together with a special committee of our National Council, looks forward to more active involvement in the year ahead.

Group Training

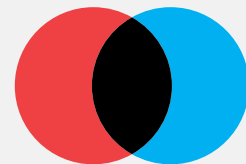
It has been a significant year for Master Plumbers Group Training Organisation.

Plumbing Apprenticeships Victoria (PAV), our Group Training Scheme is focused on providing high quality apprentices to industry at a competitive rate. All staff are hand-picked, trained and managed by Master Plumbers and are hired to businesses for the duration needed.

During COVID-19, the team built on the strong relationships with our host employers to help them put COVID safe plans in place, comply with rapidly evolving restrictions and access all available subsidies and support. Our Field Officers, all of whom hold formal OHS qualifications, spent a significant amount of time working

with both the apprentices and hosts in supporting them through a period of significant disruption and uncertainty. Master Plumbers communicated regularly with decision makers throughout the pandemic regarding impacts on group training and apprentices. With the progressive easing of restrictions and a return to a COVID-normal, the team are actively working to place all of our apprentices with hosts.

Master Plumbers is also pleased to report that apprentices and plumbing businesses in Queensland will be able to access Master Plumbers Group Training in a new partnership between Master Plumbers Queensland and the Master Plumbers and the Mechanical Services Association of Australia. In October 2020, following news that a Queensland based group training provider, All Trades Queensland Pty Ltd had been placed in Administration, Master Plumbers formed Plumbing Apprentices Queensland (PAQ), a joint venture to save as many Queensland plumbing apprentice jobs and livelihoods as possible. We welcome our new PAQ team and look forward to a successful year ahead.



**plumbing
apprentices**
QUEENSLAND

Continuing Professional Development (CPD)

Master Plumbers continues our commitment to lifelong learning and future-proofing our industry through our Continuing Professional Development 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.

This year, CPD participation has surpassed 2,200 participants, almost tripling numbers since last year. In 2021, we will be introducing a new-look CPD portal and online course-directory to make it easier to find the course you want and track your learning.

Earlier this year, Master Plumbers voiced its support for a proposed Victorian Government framework that will require registered building practitioners and plumbers to undertake continuing professional development. We recognise that a regulated CPD scheme would impose costs on practitioners and employers, however we believe the benefits of a regulated scheme, in terms of compliance, consumer protection and community safety, significantly outweigh those costs. We will continue to inform and engage with members as the Government progresses the finer details of its proposal further next year.

Building Member Equity

Master Plumbers has a solid asset base and has undertaken a measured expansion over recent years, strategically investing in human capital and training capability and infrastructure, which together underpin a strong balance sheet.

We are pleased to report that member equity increased by more than \$420,000 in the 2019-20 financial year to nearly \$18.7 million. The Association returned a healthy operational profit of just over \$684,000 for the year.

Our cash position remained healthy, but we expect the full impact of COVID will be realised in financial year 2020-21, when the impact was at its greatest in Melbourne and Regional Victoria.

Accordingly, your Board and management will continue to manage finances conservatively, while still investing in our future capabilities.

Looking Ahead

Next year, Master Plumbers turns 130. The Association has achieved many great things over the course of its history. It has delivered great results for the industry and the community in terms of safety, standards and training. It has made, and continues to make, a significant contribution to public health, the safety and amenity of the built environment and the development and productivity of the thousands of Australian plumbing businesses and their employees.

Master Plumbers refreshed its Strategic Plan in 2020 to ensure our relevance and contribution to members

and the broader plumbing industry remains at the same high levels over the coming years and decades. The plan is focussed around five strategic pillars: Leading in teaching and learning; Leading industry advocacy and development; Leading national collaboration and brand awareness; Engaged trusted and resilient partnerships; and A secure, enduring and future-ready organisation. Each of these pillars has a number of strategic actions which we will roll out over the coming five years and will form the priorities for where we focus our efforts in leading a strong, respected and sustainable plumbing industry.

In the year ahead, we will realise the full potential of the digital assets of the Association to deliver for our members in a smarter, faster and more integrated way. We will launch a new database and CRM to give us greater insight into our members, how they want to engage with the Association and what they value the most. We will continue to grow our training and CPD offerings and create more learning opportunities both virtually and face-to-face across all of our facilities. Our Group Training Organisations in both Victoria and Queensland will continue to expand and support the development and diversity of the next generation of plumbers.

We would like to thank our member community and our industry stakeholders for their strength and commitment to each other this year. We welcome our new members and thank existing members for their continued loyalty. To our colleagues who volunteer on our Executive Board and National Council, we thank you for your custodianship of the Association on behalf of its members. We extend a warm welcome to our new National Council representatives, David McCarthy and Phill Craig.

This year has been like no other in our history. Master Plumbers will continue to be there for our members well into the future - backed by the strength of a trusted brand and the agility of an organisation with a strong balance sheet, modern capability and committed people.

Because, if your industry Association is not there for you when you need it most, then why does it exist?

Scott Dowssett
President

Peter Daly
Secretary, Chief Executive Officer



Membership

Members were particularly drawn by the value and assurance of belonging to their industry Association in 2020, driving membership numbers to record levels of more than 930.

Membership with Master Plumbers is designed to take the hard work out of running a plumbing business by giving members access to the support, networks and services they need- when they need them and without the overheads. From in house experts, to technical support and resources to help members stay safe, compliant and ahead of the competition, your industry Association exists to support the success of members' businesses and the plumbing industry.

While COVID restrictions severely limited our ability to engage with members in person this year, more members than ever connected with us via Zoom meetings, webinars and industry meetings. In 2020, attendance via online and face-to-face events reached almost 2000. With more members comfortable engaging digitally as well as in person, we look forward to seeing these numbers grow further in 2021.

New Member Benefits

This year we introduced a range of new benefits designed to help members stay ahead of the pack in terms of navigating the pandemic and a rapidly changing business landscape.

Marsh Insurance

This year, Marsh launched a new website, designed specifically to cater for plumbers and their insurance needs, complete with an instant quoting service. It invested heavily in its systems and products to provide plumbers with cover without the exclusions found in some other policies.

COVID-19 Portal and Business Toolkit

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

OHS Compliance

Master Plumbers Work Health Safety Management System (WHSMS) provides a complete framework of policies and procedures to help members achieve compliance under the OHS Act 2004 and the OHS Regulations 2017. The WHSMS also includes an onsite assessment, office audit, a Safe Work Method Statement (SWMS) package and OHS workshops, at significantly discounted rates for members and host employers.

Gas Toolkit

Master Plumbers compiled an online toolkit for Type A Appliance Gasfitters containing gas information sheets, test and service report sheets and animations to assist members in satisfying their obligations.

Contract Templates

Master Plumbers launched new digital contract templates for use between member businesses and either their private clients or builders. The contracts are available on the member portal.

Digital Marketing Support

Master Plumbers Commercial supporter, Podium is a communication platform that enables local businesses to drive online reviews as well as send and receive SMS text messages with customers.

Job Management Software

Members now have access to a range of end-to-end job management software packages to streamline their operations including simPRO, i4Tradies, AroFlo and Fergus.

Site Management Tools

1Breadcrumb offers a simple online solution for checking in staff and visitors to worksites and a streamlined way to contact trace in a COVID world.

Delivering Member Value

MEMBER QUOTE

"We are extremely impressed with all the emails and communications Master Plumbers has been sending out and we have found the dedicated COVID-19 hub very useful and informative. Master Plumbers has supported us greatly. When we felt like we were just keeping our heads above water Master Plumbers was there for us. We have really felt the value of being a Master Plumbers member in 2020."

MEMBERSHIP BREAKDOWN

Life Members	10
CATEGORY A: Sole Trader	52
CATEGORY B: 2 Operatives	318
CATEGORY C: 3-5 Operatives	284
CATEGORY D: 6-10 Operatives	119
CATEGORY E: 11-25 Operatives	58
CATEGORY F: 26+ Operatives	24
CATEGORY I: Individuals	17
CATEGORY M: Commercial Supporters	41
CATEGORY K: Industry Partners	9

Divisional Meetings

Master Plumbers held a mix of virtual and face-to-face divisional meetings this year with many new members taking advantage of the industry updates, discussions and presentations by guest speakers such as the CEO of Bushfire Recovery Victoria, Lee Miezis and experts from ESV and the VBA.

Major Contractors

In 2020, one meeting of the Major Contractors Division was held with presentations on Complex Plumbing, Fire protection, Compliance regimes, Industrial Manslaughter Legislation and proposed changes to guidance around dogging and rigging.

Plumbing and Gasfitting Division

The Plumbing and Gasfitting Division met quarterly in 2020 with presentations and member discussion on industry issues including our bushfire response, passive fire, gas servicing Standards, Type A servicing, insurance and solar technology.

Heating and Cooling Division

A meeting of the Heating and Cooling Division was scheduled earlier this year but did not proceed due to low interest.

RECORD MEMBERSHIP

932 MEMBERS

representing approximately

5000 PLUMBING PROFESSIONALS

Members downloaded

6,000+

Australian plumbing standards for free through Master Plumbers

Members purchased

3.4 million

litres of discounted petrol through corporate programs with BP and Caltex

Members saved

\$92,000

by completing plumbing training with Master Plumbers

More than

1,770

gasfitters attended the 2020 Gas Heater Safety webinar series

Members received

\$24,900

in gift cards provided as part of 'Caroma Cares' COVID care packages

Master Plumbers' experts conducted

1,500+

phone calls to members who called for OHS, IR and technical advice



Representing Member Interests

Master Plumbers continue to advocate our seven industry priorities:

1. Ensuring the health and safety of our community;
2. Safeguarding consumers' access to compliant plumbing products;
3. Providing a fit-for-purpose compliance system;
4. Delivering a four-year comprehensive plumbing apprenticeship program;
5. Providing lifelong learning to future-proof our industry;
6. Supporting security of payment for plumbing contractors; and
7. Cutting red tape to build a more efficient plumbing industry.

The release of the Building Confidence report in 2018 has resulted in a national focus on a number of regulatory strategies aimed at improving and recording existing compliance systems. Our Association seeks to ensure that our plumbing industry has a voice in these proposals working at both state and federal level to achieve outcomes that benefit our industry.

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 wholly the responsibility of the licensed installer. Like a number of our on-going advocacy projects it continues to be influenced by projects at a federal level such as "The National Registration Framework".

Continuing Professional Development (CPD)

Despite the promising release of the Dept of Environment, Land, Water and Planning (DELWP) paper looking at mandatory CPD for both building and plumbing practitioners in Victoria, the Regulatory Impact Statement has been delayed by the Dept until mid-2021. Despite these delays Master Plumbers continues to operate and expand our members CPD portal to further demonstrate the importance we see for lifelong learning in our industry.

Type A Appliance Servicing

Master Plumbers continues to push for clearer pathways and process for gasfitters who identify appliance issues in the field. We have, through member input, highlighted the need for both ESV and VBA to engage and respond to these issues. MP continues to work towards a system of compliance that will ensure consumers can be confident that this specialised work is completed by competent and qualified gasfitters.

Off-site Construction of Plumbing Systems

Master Plumbers continues to work with the DELWP to highlight the threat that bathroom pods, manifolded hot water systems and their like that are constructed by unqualified individuals and do not carry the level of protection to the consumer that a compliance certificate does. The use of the Watermark certification scheme for these plumbing systems is not suitable and has the potential to further undermine the scope of regulated plumbing work.

Passive Fire Installation and Certification

Master Plumbers is advocating that passive fire installation and certification of these installations be part of plumbing scope of work and regulated as such. Currently there is industry confusion around who should be installing and certifying that these installations comply and how they are recorded.

Insurance

The mandatory insurance requirements for licenced plumbers defined by the Ministerial Orders (MO) 2002 underpins our regulated self-certifying system in Victoria. Master Plumbers have highlighted the need to review these orders to ensure that plumbers remain sufficiently covered by this insurance. Additionally, the responsibility for design particularly in more complex plumbing systems and an increasing need for plumbers to hold some form of professional indemnity insurance cover over and above the current MO requirements sees the need for further clarity for the sector. Master Plumbers have highlighted these inadequacies at Dept level and will continue to push for a sustainable and cost-effective solution for our industry.

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.

Large/Complex Plumbing

Monitor outcome from DELWP project and develop further submissions as required. Provide input to PAC. Scope potential training package needs.

Convenor: Norm Anderson

Passive Fire

Build on existing research and information, scope training requirements and certification regime for Passive Fire. **Convenor : Michael Tomlinson**

Insurance Issues

Develop a consolidated approach to insurance issues in the plumbing industry including Ministerial Order requirements, clarification of regulations, coverage and analysis of claims data to improve industry practice.

Convenor: Daniel Smolenaars

Gender Equality in the Construction Industry

Support a joint approach and initiatives by employer associations, unions, employers and workers to promote greater employment opportunities for women in construction industry. **Convenor: Chris Unwin**

Membership Support

Champion Master Plumbers' value proposition and what it means to be a Master Plumber. Work with the industry to enhance member value, grow the member base and strengthen our member networks across Victoria. **Convenor: David McCarthy**

Industry Representation

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





The Importance of Digital

2020 has forced change on everyone across the world. Fortunately, businesses that have invested into their digital infrastructure have welcomed some of the change as future plans brought forward rather than a total disruption to business as usual.

As an Association that exists for its members, it was important and extremely beneficial that Master Plumbers had a stable digital infrastructure and established digital network to enable us to best serve our members, stakeholders and the wider community during an exceptional time of information sharing and unpredictable messaging.

New Website – COVID Portal

Master Plumbers launched our new look website toward the end of 2019, the 12-month project culminating in another step on their journey of digital transformation commenced in 2018.

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

The flexibility of the new website enabled Master Plumbers to respond quickly and establish a central platform to disseminate critical communications to members during the COVID response. The frequency at which new information was being released made it impractical to share each new announcement via email.

The COVID Information Hub was implemented in the 24 hours following Prime Minister Scott Morrison's press conference in March 2020 and presented a convenient and trusted way for members and other industry stakeholders to access vital technical and industrial relations advice, financial guidance, webinar and training materials, and more than 70 news announcements.

Digital Meetings

One of the most significant challenges faced by the Association during COVID restrictions was being able to effectively facilitate face-to-face meetings and other events scheduled throughout the year.

Without the ability to meet up face-to-face, these meetings and some events were moved online via digital platforms like Zoom, Microsoft Teams and Facebook Live.

Everything from staff, Division and Board Meetings to classroom delivery got the digital treatment with most people involved adjusting to working from home arrangements.

Even better was the ability to facilitate large scale sharing of information via the webinar feature in Zoom. Master Plumbers delivered a series of webinars during COVID that featured in demand topics such as finance, legal, cybersecurity and mental health.

Like most new things it took some time to become familiar with the new technology but we now welcome the flexibility such a platform delivers and embrace the opportunity to include members and stakeholders who would otherwise miss out on meeting due to location.

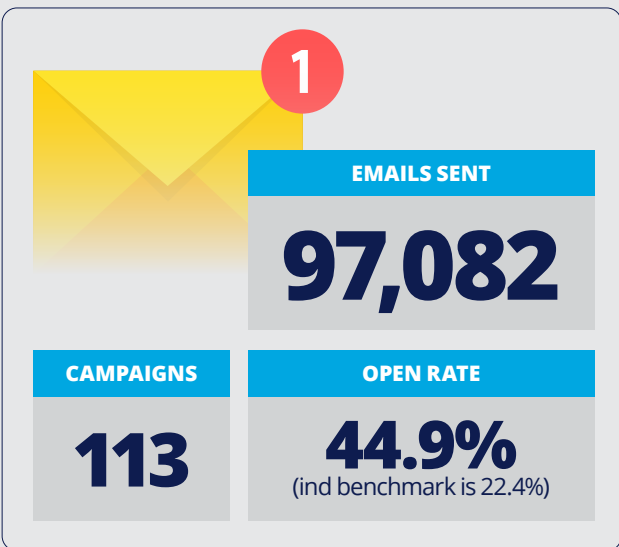
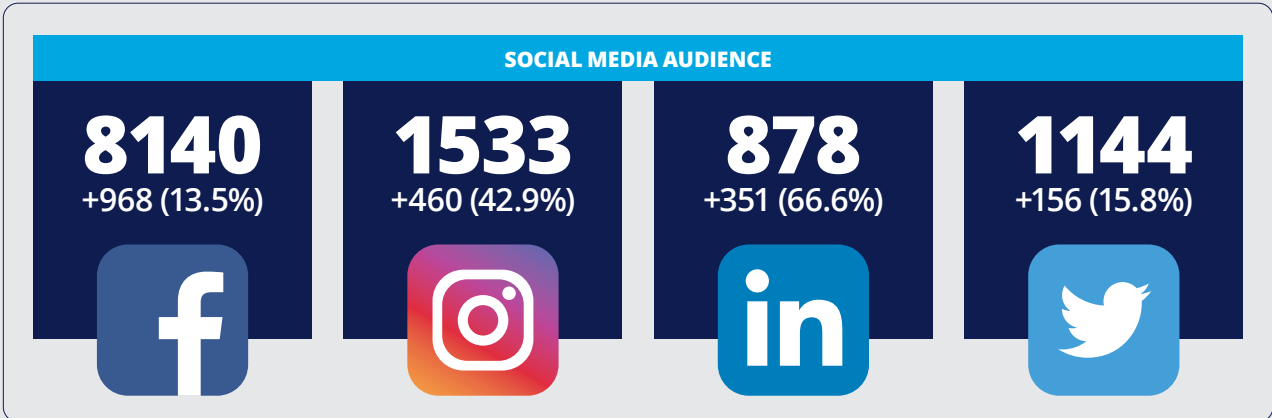
Understanding our Members

The challenges thrown up by 2020 have demonstrated how important it is to really know your members. To that end, Master Plumbers is investing further in its digital infrastructure to enhance its membership database, enabling a more tailored experience for members into the future.

The new database and a new-look member portal to be launched in late 2020 will make it easier for members and their employees to manage their accounts and take advantage of member benefits.

The system will connect membership and CPD accounts, allowing members and their employees to log and track their CPD points all in one place.

By the Numbers





Training our Industry

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 for apprentices and plumbers alike.

With the addition of two new training rigs for TMV programs and changes to the plumbing regulations we delivered 51 programs to 461 plumbers to ensure this critical aspect of the industry could be serviced.

There is no doubt providing training in 2020 was difficult due to COVID and training staff had to adjust training delivery methods to ensure classes were undertaken safely adhering to the guidelines set down by government.

The changes allowed us continue delivery in the Certificate III Apprenticeship Program and Certificate IV programs using a mix of online and face to face classes. The ability of the training staff to continually react to the changing environment is acknowledged by all members of the association.

First Class in Narre Warren

Master Plumbers was proud to welcome the first class of apprentices to the state-of-the-art plumbing training facilities at Narre Warren in March.

Surrounded by world-class technology and equipment, the class was run through an industry induction including workplace communication, working effectively in the plumbing and services sector, carrying out WHS requirements, cutting and joining sheet metal, and using plumbing hand and power tools.

The first of what will be many classes. A significant milestone in Master Plumbers' quest to deliver best practise training for the industry.

2020 Gas Heater Safety Webinar Series

Master Plumbers joined the Victorian Building Authority and Energy Safe Victoria to deliver a series of free Gas Heater Safety Webinars throughout 2020.

With Victorians spending most of their time at home during the pandemic, especially during the colder months of winter, it was more important than ever to minimise the risks of carbon monoxide poisoning in the home.

With Government restrictions limiting the ability to come together in person, the presentations were delivered remotely using Zoom. More than 1,770 plumbing practitioners were in attendance across the series of 8 webinars.

Hosted by experts from each organisation, these webinars aimed to provide Victorian registered and/or licensed Gasfitters and Type A Servicing gasfitters with all the latest information on carbon monoxide testing and the safe operation of gas appliances. The webinars also covered responsibilities and legislative requirements.

Each 30-minute presentation was followed by a Q&A session with a panel of industry representatives.

MEMBER QUOTE

"We found yesterday's webinar very informative and they felt very included. Master Plumbers did a wonderful job. Our business is two and half hours from Melbourne and often we can't attend events and we hope Master Plumbers continues to do webinars even after things go back to normal. We are greatly looking forward to the next one."



Behind the scenes: Master Plumbers' Brendan Gould live streaming the Gas Heater Safety Webinar Series



By plumbers for plumbers One of the custom-built TMV rigs built by NSG Plumbing



Quality trainers: Two of the best trainers in the business, Steve Barry and Graeme Bell.



History in the making: (ABOVE) The first ever class are welcomed by Master Plumbers CEO Peter Daly

(BELOW) One of the inaugural students learning the art of cutting sheetmetal



APPRENTICES	
STUDENTS	CONTACT HOURS
155	69,769

POST TRADE	
STUDENTS	CONTACT HOURS
867	30,809

Continuing Professional Development

Master Plumbers continues to lobby all stakeholders on the very important issue of Continuing Professional Development (CPD) and believes that we need to establish a regulatory gateway and only let through plumbers who are licensed, qualified, competent and experienced in the field in which they are legally able carry out the work.

Master Plumbers' CPD program is making inroads in this regard. The voluntary scheme for members was launched in 2019 and recently expanded to all registered plumbers in Victoria. An annual 'cycle' (from 1 July to 30 June) warrants 12 CPD points, which equates to approximately 12 hours of participation. These points can be earned from self-directed or approved attendance-based learning.

Master Plumbers continues to prioritize the importance of participants in the scheme having quality training and resources available to them through the CPD program. We are working with numerous training providers and industry experts to ensure this, and this will be a key focus of the program going forward. That being said we do recognize that 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.

Moving Towards Mandatory CPD

Earlier this year, Master Plumbers prepared a submission to the Department of Environment, Land, Water and Planning (DELWP) in response to a proposed framework to mandate CPD for building practitioners and plumbers.

Master Plumbers supports the initiative to include a CPD scheme within the regulatory framework for the Victorian plumbing industry. We recognise that a regulated CPD scheme imposes costs on practitioners and employers, however we believe the benefits of a regulated scheme, in terms of compliance, consumer protection and community safety, significantly outweigh those costs.

We believe ongoing post trade training is important and necessary. CPD is not a panacea, although it is an important tool in terms of improving practitioner competence (and by extension consumers and community safety), as well as building industry capacity and resilience in a rapidly changing and increasingly complex sector, with a high-risk profile.

We submitted that an effective and enduring scheme is one which:

- is mandatory for all licensed and registered plumbers
- is sufficiently flexible to be relevant for all practitioners
- includes a mix of compulsory and non-compulsory units
- includes technical and non-technical units
- is Industry informed and outcomes, rather than compliance, driven

We think the broad framework to establish CPD should be set out in the Plumbing Regulations, but that the specific units of competency required should not be prescribed in regulation. To do so would make the operation of the scheme unwieldy, would limit its flexibility and therefore utility, leading to reduced industry and practitioner engagement.

We believe establishing a scheme which is meaningful and relevant to all practitioners is complex, requiring a series of considered decisions about the impact and value of requirements on practitioners from across the sector. Introducing a scheme which requires the approximately 27,000 persons currently licensed or registered in one or more classes of plumbing to undertake mandatory training represents a significant change and will pose some delivery and logistics challenges. These decisions should be made by a representative industry panel or committee which would be established and empowered by regulation.

Master Plumbers, as the industry association for plumbing professionals and the instigator of CPD in Victoria is well placed to take a leading role in the administration and delivery of a Victorian CPD scheme for plumbing.

TOTAL CPD PARTICIPANTS

2236

TOTAL CPD POINTS EARNED

2511

APPROVED PROGRAMS AVAILABLE

72

In the community

Bushfire Support

One of the great joys in our association is witnessing the generosity of the plumbing community when it comes together in the face of adversity.

Master Plumbers' members responded immediately and with great human kindness as Victoria and New South Wales experienced the tragedy of bushfires during the 2019/20 Summer. Many of our members, as well as running plumbing businesses, are CFA volunteers, active in groups such as Rotary and Lions and give back to the communities in which they live and work.

Throughout this disaster, Master Plumbers made personal contact with our members in the fire-affected areas to ensure they were safe and to get their input to our response. We supplied equipment such as fire pumps to worst-hit areas to help with transfer of water and we made significant cash donations to CFA and BlazeAid on behalf of members.



Lending a helping hand: Master Plumbers Life Member Peter Jensen delivers a donated fire pump

Caroma Cares



In September, Master Plumbers partnered with Caroma to deliver virtual support to individuals who were doing it tough as a result of the lockdown.

Nominated by members of their respected teams, plumbers received a 'virtual support package' consisting of a \$100 Wish gift card and access to the CaromaGWA Employee Assistance Programme, which provides counselling support and advice services.

All Master Plumbers and their employees also received access to GWA's Training portal, offering both product and industry training materials, plus well-being initiatives.

We thank Caroma GWA for its generous support.

Reece Next Gen Grant Recipients



Reece Next Gen Grant: John Doig (Reece), Cassie Wells, PAV's Natalie Reynolds and James Mort

Master Plumbers PAV apprentices Cassie Wells and James Mort received grants through the Reece Grant Program.

The Next Gen section of The Reece Grant is all about elevating the next generation to together arm the youth of today with the skills to make a difference tomorrow.

With up to \$2,000 of funding to go toward tuition or tools, the Reece Next Gen Grant gives young Australians the opportunity and support to succeed in their trade.

Thanks to Reece for its ongoing generous support.



Camp Quality

Unfortunately, the 2020 Bendigo Golf Day was cancelled due to COVID restrictions. The Bendigo Golf Day committee instead pledged another \$10,000 to Camp Quality to continue their support which has been provided over many years. We'll have to wait until next year for the 30th annual Bendigo Golf Day where the team hope to surpass \$350,000 in funds raised from the initiative.



Master Plumbers' Apprentice Awards

For nearly 130 years the Master Plumbers has promoted, and rewarded education and training through the Gold Medal and Training Awards. At the Master Plumbers Apprentice Awards, we celebrate our highest achieving Plumbing Apprenticeships Victoria (PAV) and Master Plumbers Registered Training Organisation (RTO) Apprentices.

Due to the limitations imposed by COVID19 on Master Plumbers operations, the industry and physical gatherings - the 2020 Apprentice Awards could not follow the same format as previous years. However, Master Plumbers remains committed to supporting apprenticeships and recognising excellence with the winners announced at the 2020 AGM in December.

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

Master Plumbers RTO Award Nominees

Daniel Cooper, Reid Wakeham, Simon Micallef, Ashley Hobbs, Hayden Smith, Marco D'Aversa, Alex Christodoulo, Khayne Horman, Joshus Traine.

Plumbing Apprenticeships Victoria Award Nominees

Shi Tong, William Bertoa, Bolin Zhou, Matthew Pulvirenti, Michaela Healey, Simon Indrinella, Will McEvoy, Marco D'Aversa, Jason Prior, Corey Delidakis, Jackson Pollock, Charlie Zhu, Paul Tamburro, Ben Ambrosi, Mohammad Rasool, Harley Volgyesi, Bryson Bonnett, Don Duy, Ermiyas Alebel, Mohammad Totakhil, Max King.

APPRENTICE QUOTE

"Master Plumbers have a real hands on approach with training and the wealth of knowledge that the teachers have through their experience has given me great insight into the industry."



Harley Volgyesi is presented his award by Master Plumbers President Scott Dowsett.

Master Plumbers RTO Award Winners



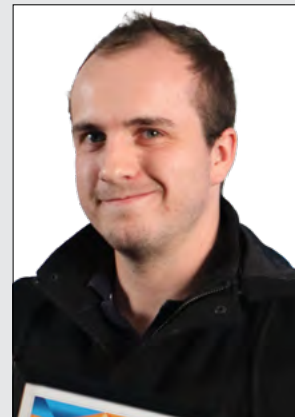
**MOST OUTSTANDING
1ST YEAR APPRENTICE AWARD**
Daniel Cooper



**MOST OUTSTANDING
3RD YEAR APPRENTICE AWARD
GENERAL PLUMBING**
Alex Christodoulou



**MOST OUTSTANDING
2ND YEAR APPRENTICE AWARD**
Ashley Hobbs

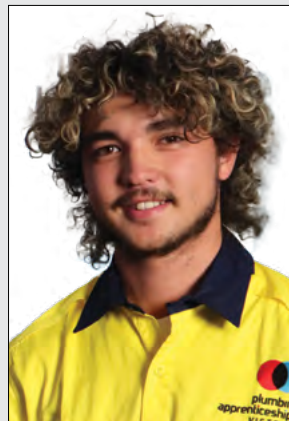


**MOST OUTSTANDING
3RD YEAR APPRENTICE AWARD
MECHANICAL SERVICES**
Joshua Traine

Plumbing Apprentices Victoria Award Winners



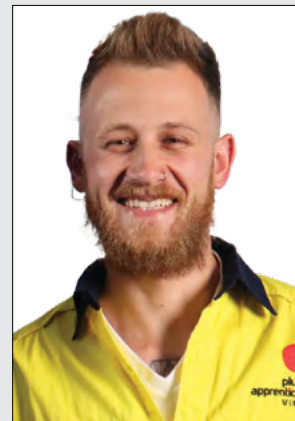
**SIR ROHAN DELACOMBE
1ST YEAR APPRENTICE AWARD**
Shi Tong



**PETER PRATT
2ND YEAR APPRENTICE AWARD**
Matthew Pulvirenti



**DON PRITCHARD
3RD YEAR APPRENTICE AWARD**
Will McEvoy



**ALFRED ATHERTON
4TH YEAR APPRENTICE AWARD**
Harley Volgyesi

2020 Plumbing Apprentices Victoria Graduating Apprentices

Joshua Brunt, Alexander Dick, Hayden Dickson, Don Do, Kliment Dimitrieski, Timothy Flook, Rodman Fulton, Senja Hadzic, Harrison Heaven, Kelsey Houghton, Liam Watts, Damian Koliba, Lucas Pantoulis, Troy Powell, James Power, Mark Ramsay, John Sharp, Sukhpreet Singh, Kenneth Smith, Mohammad Hashim Totakhil, Jeremy Wilcox, Hamish Heather, Haider Rahimi, Jarryd Blakeman, Daryl Williamson, Jacob Maloney-McNeil, Bryson Bonnett, Greg Cornelius.



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



**ALFRED ATHERTON
4TH YEAR APPRENTICE AWARD**
Bryson Bonnett



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



Norm Anderson
Vice-President



Kevin Shinnars
Vice-President



Grant Donald
Hon. Treasurer



Peter Daly
Secretary, Chief Executive Officer



Rob Hansen
Director



Daniel Smolenaars
Director



Greg Tink
Director



Michael Tomlinson
Director



Ken Gardner
Director (non-voting)

Scott Dowsett | *President*

Scott has over 28 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 37 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 Shiners | *Vice-President*

Kevin's company, Shiners 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 and a member of the Incolink Audit and Risk Committee.

Rob Hansen | *Director*

Commencing with Barden Roofing in 1983, Rob has been involved in all aspects of the business. Rob 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 was 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.

Financials

Statement of profit or loss and other comprehensive income for the year ended 30 June 2020

REVENUE	2020 (\$)	2019 (\$)
OPERATING REVENUE		
Government grants	858,230	258,163
Apprentice and tradesmen hire	9,263,272	10,070,244
Members' subscriptions and related services	1,185,891	1,233,920
Training	2,110,509	1,945,939
Magazine advertising	199,431	187,110
OTHER REVENUE		
Investments & property rental	330,725	432,992
Royalties	316,067	314,737
Other revenue	44,107	48,021
TOTAL REVENUE	14,308,232	14,491,126
EXPENSES		
Occupancy expenses	130,735	119,396
Professional services & legal fees	568,681	692,876
ICT expenses	79,761	84,038
Motor vehicle expenses	29,396	39,419
Administration & other expenses	2,222,696	1,711,271
TOTAL EXPENSES	13,623,457	14,039,396
Profit before income tax	684,775	451,730
Income tax expense	(205)	(2035)
Gain/(loss) on revaluation of land & buildings	0	291,306
GAIN ON REVALUATION OF FINANCIAL ASSET	(262681)	21,377
TOTAL COMPREHENSIVE INCOME	421,889	762,378

Statement of financial position as at 30 June 2020.

CURRENT ASSETS	2020 (\$)	2019 (\$)
Cash and cash equivalents	2,034,010	2,059,115
Trade and other receivables	1,750,906	1,484,856
Other assets	27513	300
Financial assets	227,536	224,084
TOTAL CURRENT ASSETS	4,039,965	3,768,355
NON-CURRENT ASSETS		
Financial assets	4,527,859	4,459,858
Property, plant and equipment	2,736,337	2,582,343
Investments	9,544,155	9,278,468
Intangibles	44,150	210,442
TOTAL NON-CURRENT ASSETS	16,852,501	16,531,111
TOTAL ASSETS	20,892,466	20,299,466
CURRENT LIABILITIES		
Trade and other payables	1,590,089	1,376,782
Employee benefits provisions	576,999	597,768
TOTAL CURRENT LIABILITIES	2,167,088	1,974,550
NON-CURRENT LIABILITIES		
Employee benefits provisions	48,093	69,520
TOTAL NON-CURRENT LIABILITIES	48,093	69,520
TOTAL LIABILITIES	2,215,181	2,044,070
NET ASSETS	18,677,285	18,255,396
EQUITY		
Retained earnings	18,624,416	17,939,846
Reserves	52,869	315,550
TOTAL EQUITY	18,677,285	18,255,396

In Memoriam

During 2020 Master Plumbers said goodbye to some fantastic people and longstanding members of the Association.

Alan Cassels

20/03/2020

Master Plumbers was saddened by the news of the passing of Life Member, Alan Cassells.

Beginning his plumbing journey as an apprentice in 1954, Alan enjoyed a successful and respected career in plumbing in the Victorian town of Ballarat.

Alan started his own business in 1962 and joined the Master Plumbers shortly after. He has been a strong and active member in many areas of the Association; he was Ballarat Zone President, an Executive Committee Member, representative on the Health Department Plumbing Registration Board and Member of the Committee of Management, before earning Life Membership in 1993.

A.H. Cassells was the first plumbing company in Ballarat to provide drain cleaning services after he acquired a new electric drain cleaning unit that was imported from America.

Alan's business continued to grow over the years as he chose to focus the business around commercial and industrial contracts under the new entity of Alan Cassells Plumbing Pty Ltd. A business that continues today. Alan is survived by his son Dave.



Clifford 'Arthur' Robinson

02/04/2020

Arthur began his plumbing journey in 1960, becoming an apprentice at the age of 16.

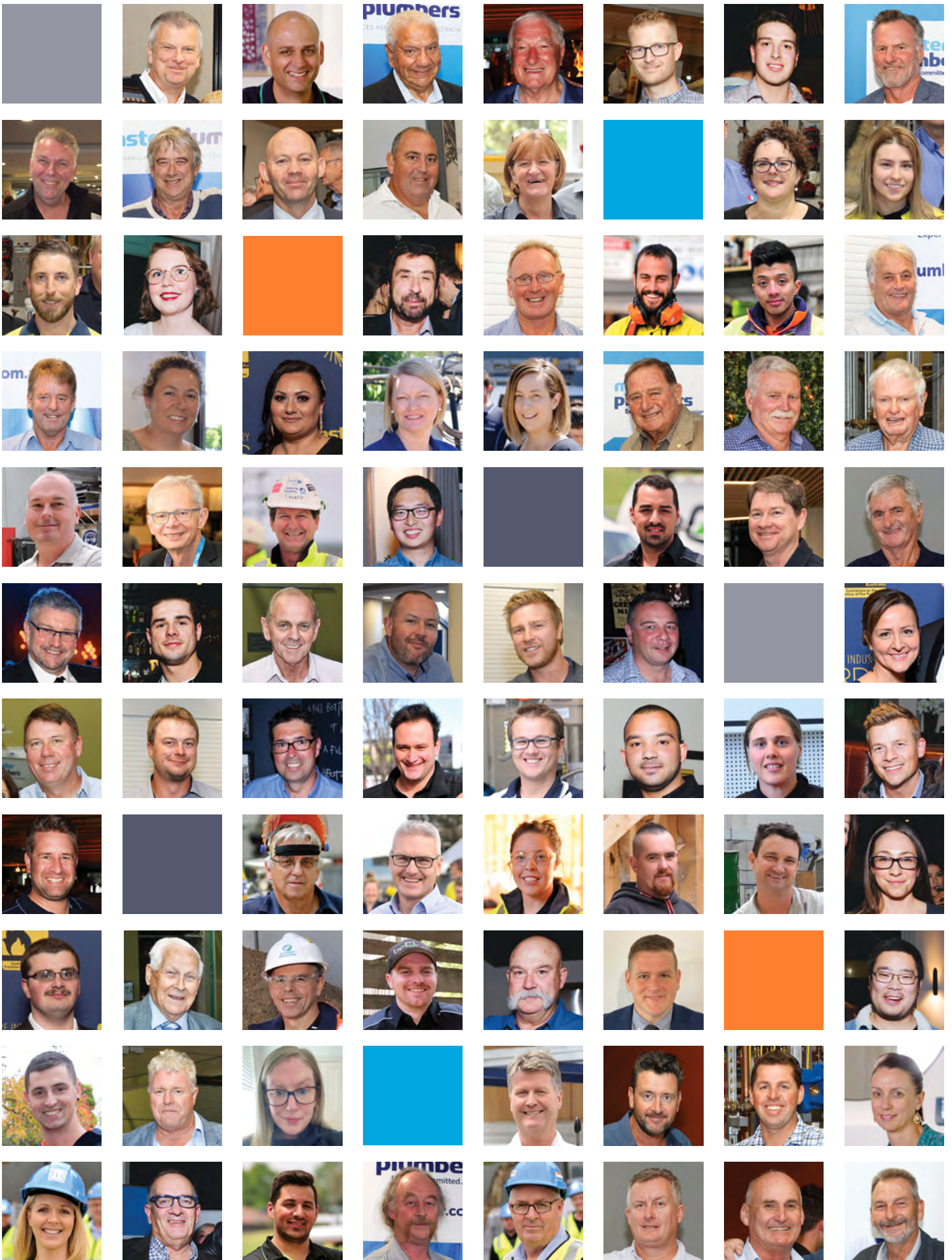
Upon completing his apprenticeship, Arthur went out on his own as Arthur Robinson Plumbing, running his business from the rear shed of his childhood home in Magnolia Avenue, Mildura.

Arthur faced his biggest challenge in 1986 when he suffered a fall that severely damaged his spine, requiring rehabilitation and significant hospital treatment for an extended period. Not one to sit idly and let the world go by, he arranged for a CB Radio to be placed by his bedside in the hospital to maintain a 24/7 on-call service and keep the business going.

Arthur loved to give back to the community and industry that supported him. He was an active member of Master Plumbers Association for more than 50 years and in his later years, Arthur also had a significant presence in Rotary, where he held various senior positions including President and a term of District Governorship.

Arthur's founding principle of good service and professionalism will be his legacy.





MASTER PLUMBERS AND MECHANICAL SERVICES ASSOCIATION OF AUSTRALIA

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