



ANNUAL REPORT **2023**

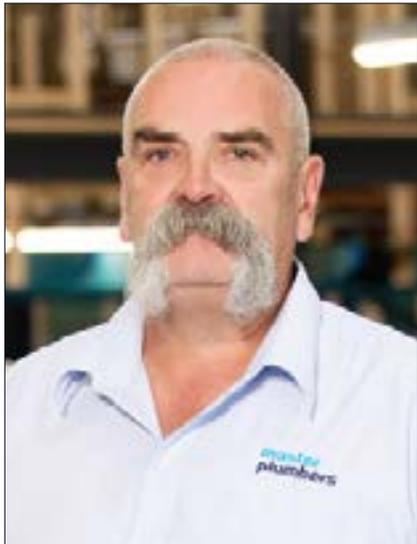
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INTRODUCTION

FROM THE PRESIDENT

AND CHIEF EXECUTIVE



Norm Anderson
President



Peter Daly
Chief Executive

It is with great pleasure that we present the 2023 Annual Report of the Master Plumbers and Mechanical Services Association of Australia. As we reflect on the achievements, challenges and progress made over the past year, we are reminded of the incredible journey of transformation that our Association and our industry has taken to get here.

In 1891, 57 plumbing contractors paid a £5 entrance fee and £1 subscription to enable the establishment of the Associated Master Plumbers of Victoria. These plumbers were passionate about their industry, intent on protecting standards of plumbing and committed to helping one another succeed. The catch-cry of the Association at the time was to “protect the water we drink and the air that we breathe”. In many ways, this remains unchanged.

At the time, Victoria was undergoing enormous transformation. While population and development across the city had soared, Melbourne was still reliant on an out-dated and increasingly dangerous sanitary system. The establishment of Melbourne’s first underground sewerage system transformed public health in our State, helping save 28,000 lives between 1897 and 1910 as death rates from typhoid, diphtheria and tuberculosis fell dramatically.

Our industry has evolved many times over since then, in response to everything from recessions, wars and pandemics, to changes in regulatory and licensing regimes, technology, industrial relations law and environmental policy to name a few. But plumbing has played, and always will play, a critical role in the world we live, and it has never been a matter of if, but how we respond to change.

In the year ahead, our industry will find itself at the forefront of new challenges from the gas transition, mandatory CPD, advancements in technology, artificial intelligence, IR reforms and shifts in the way we work and do business. Behind the scenes, Master Plumbers continues to work tirelessly to ensure our members’ voices are heard on these issues and that we work together with policy makers to inform their decisions and map practical and sustainable pathways forward.

Master Plumbers has proudly stood by its members for over 132 years and in this Annual Report we outline how we will continue to do so. Whether it be through investment in infrastructure or technology, future-proofing our workforce through leading edge training, access to the best information, expert advice, support or advocacy, and advertising campaigns, Master Plumber’s goal remains: to ensure that our members not only stay ahead of the game but are positioned to take every advantage of the opportunities that lie ahead.

Investing in membership

In the year ending 30 June 2023, membership of the Association grew to new heights reaching 1,060 businesses and collectively representing over 7,000 plumbing professionals across Victoria.

We understand that our members invest in their Association, and we are dedicated to ensuring that investment is far outweighed by the benefits of being a member. We know that our members value the tailored advisory support that Master Plumbers provides, and the direct access they have to our team of in-house experts across plumbing, OHS and industrial relations. This year, Master Plumbers' in-house team of experts answered over 4,800 phone calls from members seeking advice and assistance. Our website received over 217,000 visitors looking for the latest industry news and resources to keep their plumbing businesses running smoothly, safely and compliantly, and hundreds of members took advantage of our specialist courses, forums and networking events throughout the year.

To better serve our members, this year we have boosted our technical offering with the addition of a third technical advisor and doubled our in-house communication and digital content creation capacity. Our membership team has increased its capability in marketing, sales and events management, to elevate our events offerings, drive greater member value and grow our member offering.

Master Plumbers also introduced a suite of new member benefits and services, including a business banking offer through National Australia Bank and an enhanced offering through Fleetcard, granting access to discounts not just on fuel but on vehicle maintenance and running costs. Members also received free insurance health checks through Marsh Insurance and saved thousands of dollars by taking advantage of free access to Australian Standards and a host of discounts on everything from vehicle purchases, labour hire and training. Collectively, members saved over one million dollars over the last year by being part of their industry association.

With a membership spanning the entire state, the Zoom digital platform continues to be a popular choice with hundreds of members attending meetings and industry forums held throughout the year. However, this year, the Master Plumbers team launched a regional pub night series to connect in-person with more members in the towns where they operate their businesses. From Hamilton to Traralgon and Geelong to Albury, Master Plumbers visited 6 regional towns over the past year, bringing together members, local plumbers and key in-house and industry experts over the latest industry news and a beer. The regional road shows will continue to make their way around the outskirts of Melbourne and regional Victoria in the year ahead.



Beau Lesueur from Master Trade Services



TJ Coles Plumbing

Our face-to-face events connected over 1,000 industry professionals across the year and members have loved the opportunity to connect through events such as our Members' Christmas Party, Master Plumbers' Apprentice Awards, the Plumbing and Fire Industry Awards and metropolitan Golf Day. Members can expect many more face-to-face opportunities in the year ahead including golf days, professional development opportunities and social events. We will continue to offer the best of both worlds, with an ongoing calendar of both virtual and hybrid events over the year.

Communication

Master Plumbers has implemented a comprehensive communication strategy to ensure that our members can access the information they require in their preferred format and at their convenience. Recognizing the busy schedules of our members and their diverse information consumption habits, we have expanded our communications team to bolster engagement across our digital and social media channels. We are delivering content in new, more consumable ways, including regular video updates across our social channels, and 'always on' digital marketing continues to drive traffic towards our website and valuable resources like our Find-a-Plumber member directory.

Our concerted efforts have yielded remarkable results. We've witnessed an impressive 11% growth in our social media followers, consistent website traffic surpassing 200,000 page views, and the dispatch of over 166,000 emails to our members this year. Notably, our email open rate consistently exceeded 52%, more than twice the industry standard.

Furthermore, this year, we distributed more than 100,000 copies of 'Australian Plumbing' magazine throughout Australia. This revamped publication features a refreshed design and enhanced print quality. Published quarterly, it has amassed a growing database of digital subscribers and offers a diverse array of technical features, industry updates, member profiles, and new content tailored specifically for plumbers. Our partnership with the Master Plumbers Association of Tasmania continues to thrive, featuring an increasing number of local stories and industry updates in and from Tasmania.

Representing Member interests

Master Plumbers advocacy on behalf of members is wide-ranging across technical, industrial relations and safety as well as ensuring members can operate under a positive business environment which rewards effective and productive enterprises. The discussions and decisions which impact this are occurring more often at national and international levels and Master Plumbers has ensured member voices are heard at these levels also. We are the national Secretariat for Master Plumbers Australia and New Zealand, the umbrella body representing state and territory associations together with New Zealand, on national matters, with Michael Tomlinson (retired) and Daniel Smolenaars (current) as Directors of this body together with Peter Daly. Peter continues to Chair the Australian Chamber of Commerce and Industry's Employment and

Skills Committee and again represented the interests of Australian employers at the 2023 International Labour Conference as part of the Australian delegation to Geneva. He was also appointed to the Board of the National Centre for Vocational Education Research, the government body which oversees vocational education & training (VET) information and research. Industry stalwart Ken Gardner, Master Plumbers previous CEO, was appointed to the industry Board of the newly-formed BuildSkills Australia, which will oversee VET training and workforce development nationally as it complements the work of the Australian Government body Jobs & Skills Australia.

Enhanced technical offering

This year, Master Plumbers invested in the expansion of our team to meet the growing demand for bespoke technical advice and updates on the latest changes in regulatory and compliance requirements. It has now grown to three dedicated plumbing experts who have collectively handled over 1,950+ calls in the last year. The expertise of our technical team is also sought by the dozens of government panels and advisory bodies on which Master Plumbers has been invited to represent the plumbing industry.

Over the past year, after many conversations with Master Plumbers' National Council and more widely with members surrounding technical items and industry news, it came to light that some found it difficult to stay on top of all their emails containing valuable updates from across the plumbing industry. To make sure members did not miss out on this vital information, the team launched a new series of technical based videos to provide quick, bite-sized updates for members. These videos are shared across Master Plumbers social media platforms and serve as yet another way that members and industry can stay informed. They have proven increasingly popular, with audience numbers doubling from the initial video. Master Plumbers' technical videos will be released on a regular basis to keep members across the ever-changing landscape.

A new look and expanded Australian Plumbing Magazine now features even more technical content. By consolidating many of the frequently asked questions received and answered by our in-house experts, the magazine now features a regular 'Tech Talk' column and comprehensive pieces explaining the practical implications of new standards and regulations. Keep an eye out for more plumbing talk in future editions including reviews of the latest tools and technology.

The gas transition

Master Plumbers is committed to protecting our members' interests not just on the issues that impact our industry today, but those that have the potential to threaten our long-term future. In late July, the Victorian Government changed the trajectory of the gas transition roadmap by announcing a ban on all gas connections in new domestic builds from 1 January 2024. The announcement was lacking in detail and

made without any consultation with industry, which sent shockwaves across the trade. Master Plumbers has expressed its concerns widely and we have heavily criticised, in the media, both the decision and the way it was announced.

The plumbing industry is at the forefront of the clean-energy transition to a low-carbon economy and is already developing further skills, infrastructure and technology to support it. Many of our members are deeply invested in the latest gas and heat pump technology and this is not about choosing one or the other – it is about fit-for-purpose energy.

Plumbing businesses around Australia are the trusted advisors to consumers and building managers in making informed decisions in homes, workplaces and public spaces about energy choices. Master Plumbers has worked closely with members to help articulate the impact of the recent announcements through direct contact and Special Members-Only feedback forums. We have also launched a live Gas Ban information hub containing the latest information and resources designed to help members navigate concerns within their businesses and with their customers. Together with our industry stakeholders, Master Plumbers will continue to lobby governments around Australia to work with industry to pave a more practical and sustainable path to a low carbon economy.

Taking action on behalf of members

Master Plumbers has been at the forefront of advocacy on several issues outlined in pages 18-19. A key push has been 'calling up' AS 4575 in the Victorian plumbing regulations to set a minimum standard for gas appliance servicing, because of the benefits accruing to the community, consumers and our industry.

We successfully lobbied government to make the required changes, assisted government through the Regulatory Impact Statement process and whilst our preferred model was the one introduced from the four options presented, we strongly advocated against this process becoming onerous for the attending gasfitter. Unfortunately, because of a lack of industry consultation on the specifics of the regulations themselves, the implementation of this scheme still leaves much to be desired.

Because we were unable to progress with government our members' concerns about the Gas Servicing Records Portal, we engaged a leading law firm and counsel and wrote to the Victorian Government to put it on notice that we believe it acted negligently at law in the way it has introduced these changes. The VBA also took the Portal offline for upgrades and announced that it would allow alternate means for gasfitters to meet their reporting obligations under the new Regulations. As a direct result of Master Plumbers' actions on behalf of members, we have been intensively engaged in further discussion with Government on both the inadequacies of the Portal and the onerous reporting burden which underpins this.

The go-to for industry advice

When the new AS/NZS 5601.1 Gas Standard was introduced, there was a lot of uncertainty surrounding the introduction of Clause, 5.2.11 Provisions of fire emergency isolation for multilayer pipe. This uncertainty stemmed around the use of Excess Flow Valves (EFV). Master Plumbers' technical experts spent numerous hours meeting with the suppliers, regulators and researching these valves, and when the transition period ended, the team had amassed a solid understanding on the use, function and installation requirements of the valve which we were then able to share with members.

Master Plumbers became the go-to industry contact for regulators, suppliers and plumbing practitioners regarding information on EFV's. To keep members ahead of the game, we hosted a Gas Information Night at PICAC Narre Warren in conjunction with ESV and Keefer Bros/Maxitrol. The tailored presentations and guidance Master Plumbers prepared for our members has now been shared with most of Australia's gas regulators to allow them to use it for training their own teams.

Keeping our people and business safe

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. The systems are available for purchase across Australia, tailored to the specific requirements in each State and can be accessed anytime via our online shop at www.plumbingsafetysystems.com.au.

Master Plumbers has welcomed a second in-house OHS officer to the team this year, increasing our capacity to service members. Over the year, the team has provided over 1,200 businesses with tailored WHS advice and guidance on critical topics such as silica. We also represent our members on several committees including the WorkSafe Foundations of Safety Committee and reference groups, and the advisory committees of the Australian Chamber of Commerce and Industry (ACCI) and WorkCover. Internally, our OHS team work closely with employees and our host employers to uphold our commitment to workplace safety.





Master Plumbers Trainers Stephen Barry, Wayne Diffey, John Coghlan, Simon Alderman and Troy Swannie

A changing Industrial Relations landscape

Following the election of the Commonwealth Government in May 2022, there has been a significant amount of activity in the area of employment law. Our in-house industrial relations expertise has kept members informed of these changes and armed with the right advice and resources to navigate the impacts on their businesses and teams. Through regular EDMS, online factsheets and articles, direct phone calls, site visits and seminars, we continue to support members IR needs, not just in the face of legislative changes but in EBA negotiations and provision of expert advice on individual workplace matters.

Listed below are some of the key shifts in the IR landscape:

- Changes to the Fair Work Act 2009 (C'th) (FW Act) impacted pay secrecy provisions in contracts of employment and enterprise agreements, provisions dealing with fixed term contracts, Zombie Agreements (termination of), abolition of the ABCC (Australian Building and Construction Commission) and the establishment of the National Construction Industry Forum
- Changes to the flexible work provisions in the NES expanded the category of employees eligible to request an arrangement a process for employers to follow and a mechanism for an employee to refer a dispute to the Fair Work Commission.
- Under the NES, full time, part - time and all casual employees now have access to ten (10) days of paid family and domestic violence leave in a twelve (12) month period.
- The NES will, from 1 January 2024, include a right to superannuation contributions. As a result, unpaid, or underpaid, superannuation, can be enforced under the FW Act by an employee or employees and / or a union and / or the Fair Work Ombudsman (not just the Australian Tax Office).
- The Paid Parental Leave Act 2010 (PPL Act) has been amended to increase the number of available paid parental leave days from a total of 18 weeks [90 days] to 20 weeks [or 100 days]; convert all paid parental leave days to flexible days and remove aspects of the scheme which were considered to contribute to inequitable gender outcomes.
- Employers can no longer "stand off without pay" an employee who has not accrued enough annual leave to cover the period of the annual close down.
- The Annual Wage Review 2023 provided for an increase of 5.75% from the first pay period commencing on or after 1 July 2023.

Training

As early as 1893 the Association recognised the importance of education and training and aimed to aid the cultivation and retention of knowledge and experience within the industry. This investment in education has not wavered and what began as a series of simple lectures has today developed into a comprehensive program of training delivered at the state-of-the-art Plumbing Industry Climate Action Centre (PICAC) campuses.

Our team has again excelled in their ability to maintain the high level of education and training the industry has come to know and expect from Master Plumbers. In 2022/23, Master Plumbers delivered more than 150,000 hours of training in apprentice, post-trade and licence level programs- up from 110,000 in the previous year. New trainers joined our team to boost our capacity and support the more than 350 apprentices enrolled in Brunswick and Narre Warren alone.

Underpinning the success of Master Plumbers' industry-leading training are its facilities. Together with industry partners, Master Plumbers has invested in an advanced and sophisticated network of specialist plumbing training facilities. Across four state-of-the-art sites in Victoria and Queensland, in jointly owned PICAC campuses, high-end training is delivered in key emerging sectors like hydrogen energy, water recycling and solar energy integration. Master Plumbers and PICAC led the national development of learner resources and assessments as part of the industry's transition to the new plumbing qualifications for Certificate III and Certificate IV programs, with delivery being rolled out over the year.

Beyond our formal apprentice and post-trade training offering, Master Plumbers' Continuing Professional Development (CPD) program embodies our commitment to lifelong learning. Our dedicated CPD portal and growing online course library offers participants a one-stop-shop where they can search for courses by date, location, category and login directly to their portal to record their CPD activity and manage their accounts. With over 3,500 participants, and growing, Master Plumbers CPD program is keeping our members and the industry positioned for the impending introduction of mandatory CPD in Victoria.

Master Plumbers Group Training

In May 1981 Master Plumbers launched the Australian Group Apprenticeship Scheme with 15 apprentices, in response to worsening economic conditions and a significant reduction in the number of apprentices being taken into the industry. The program aimed to produce multi-skilled professionals by giving apprentices exposure and experience across a range of different aspects of plumbing work, in the commercial, industrial, domestic and servicing sectors of the trade.

Today our Group Training Organisations, Plumbing Apprenticeships Victoria (PAV) and Plumbing Apprentices Queensland (PAQ) employ over 170 apprentices per year. We provide plumbing businesses of all sizes across Victoria and Queensland with high-quality, cost-effective apprentices to meet their needs.

The conclusion of the financial year marked a successful period for our GTO's with PAV boasting a net gain of +16 apprentices with steady commencement rates and a notable 25% decrease in apprentices deciding to follow different career paths.

Demand for PAQ services from Host Employers also remained strong throughout the year, ensuring apprentices remained working with minimal downtime. Over 50% of participants in the PAQ's funded Pre-Apprenticeship program went on to secure a plumbing or related apprenticeship.

Our GTO's will continue to focus on expanding our approved Host Employer network to generate more apprenticeship opportunities and ensure we provide the variety of work for skill development and learning for our apprentices. Our vision includes diversifying our revenue sources through the introduction of apprenticeships and traineeships in untapped markets.

We acknowledge the dedicated efforts within both PAV and PAQ to cultivate a stronger emphasis on safe work practices across operational fronts, coupled with diligent management practices. This joint endeavour has yielded noticeable outcomes, particularly a decrease in lost time injuries.

By integrating these elements, our organisation is well-positioned for growth. Our dedication to providing exceptional guidance, mentoring and support to apprentices puts us on the path to achieving our growth goals.



McCarthy Plumbing Group

Women in Plumbing

Women in Plumbing is a Master Plumbers and Plumbing Apprenticeships Victoria (PAV) initiative to support female students, apprentices, and plumbers at every step of their journey, including providing paid pre-apprenticeships, direct entry to plumbing apprenticeships and an array of networking, mentoring, training, and social opportunities.

The two-year pilot program, designed to remove barriers faced by women wanting to start a rewarding career in traditionally male-dominated trades has achieved remarkable success as it reaches its conclusion. A comprehensive final report outlining the program's achievements has been officially submitted to the government. The surge in female applicants, from 1 in 100 (2021) to 1 in 20 (June 2023), reflects the program's impactful initiatives.

Completion of the Women in Plumbing program marks the beginning of a journey, not its end. Building on the valuable insights gained, Master Plumbers and Plumbing Apprenticeships Victoria have developed a comprehensive plan to attract, recruit and retain more women in the industry and to consider a range of future career paths within plumbing, whether that means staying on the tools or transitioning to roles in management, estimation, OHS management, or even training the next generation of plumbers.

In the latter half of 2023, the Women in Solar program, a partnership between Solar Victoria and Plumbing Apprenticeships Victoria will continue to build the great momentum created by the Women in Plumbing program.

Supporting our communities

Over the course of our history, Master Plumbers and our members have actively supported the communities we work in.

In October 2022, severe storms and floods left more than 1,700 homes destroyed and thousands more damaged across 64 Local Government Areas. Finding qualified tradespeople to deliver repairs and building works has proven to be a challenge for these communities and Master Plumbers has teamed up with the Victorian Government to connect Victorian flood victims with our trusted members to help fast-track recovery over the next three years. We look forward to reporting back to members on the progress of this initiative as it rolls out.

In February 2023, the Members' Golf Day made its way to Woodlands Golf Club for the first time creating a memorable day filled with camaraderie, friendly competition, and heartfelt giving. As a result of the generosity of our members and corporate sponsors, \$10,000 was raised for PukaUp, a social enterprise dedicated to delivering mental health and suicide prevention education programs.

Later in March, the 2023 Plumbing and Fire Industry Awards brought together over 500 industry professionals to celebrate the achievements of our brightest individuals and businesses. The flagship event jointly hosted by Master Plumbers and key stakeholders raised \$50,000 for the Indigenous Plumbing and Sanitation Foundation, which provides apprenticeship opportunities for indigenous people from rural and remote communities, as well as funds projects where indigenous tradespeople provide plumbing and sanitation services to remote communities.

The opportunities ahead

Over the next year, our industry will be forced to navigate changes that will impact businesses and the work they do, the skillsets they need and the compliance requirements they must follow. Members can be assured that Master Plumbers has been working hard for several years in anticipation of these changes, and that we continue to work with decision makers to protect our members interests and shape a more sustainable pathway through these transitions.

Internally, we have embarked on the largest program of process improvements and system integration in our history. We have invested in new HR functions and training platforms, compliance and operations frameworks and processes. We continue to invest in the professional development, training and wellbeing of our people.

We will continue to protect our members' interests and secure the future of our industry through an expansion in our online and in-house training offerings and CPD programs to support the emerging training and development needs of the industry and to position our industry and our Association to adopt mandatory CPD sometime over the next year.

We will introduce tailored benefits, services, and resources designed to support our members at every stage of their business journey, from startup, through growth phases, downsizing and towards retirement. Members will have new opportunities to dial up additional services and resources as they need them and take advantage of more tailored membership offerings. Members will be able to access information and the services they need in more ways than ever before, and Master Plumbers will create even more opportunities for our members to connect with each other, both virtually and in person.

PAV and PAQ will continue to expand and support the development and diversity of our next generation of plumbers and all arms of the Association will work together to support the success of our plumbing businesses.

Building member equity in your association

Master Plumbers Board takes its guardianship of the financial health of the association very seriously, ensuring that management has the resources to deliver what is needed now, and into the future. Master Plumbers, as a Registered Organisation and union of employers, prioritises services over surpluses but also needs to ensure that we preserve and build member equity over time. This is to ensure that the association has the capacity to invest in longer-term initiatives across member services and training programs.

We also operate under various regulators which require us to preserve a certain amount of our total assets in a form where we can convert them to cash relatively quickly. Accordingly, Master Plumbers' Board ensures that the balance sheet contains an appropriate proportion of current and non-current assets. We continually monitor our investments to ensure we balance a reasonable return with an appropriately conservative appetite for risk.

We are pleased to report that for the 2022-23 financial year the Association returned an operational surplus of approximately \$417,000 and an overall surplus (including adjustments) of approximately \$481,000 in a difficult year for business. Member equity for the year increased to \$19.6 million, with the large majority comprising long-term investments such as property and training facilities.

We take this opportunity to also acknowledge the efforts of our Honorary Treasurer, Grant Donald, who assists the Board in its financial oversight responsibilities and valued liaison with Management.

Throughout this annual report, you will find a comprehensive overview of our performance, key initiatives, and accomplishments over the past year. They are a testament to the hard work and dedication of our people, our leadership, our volunteers, and our members.

To our members, we would like to thank you for the incredible contribution you continue to make to the industry and our Association. We welcome our new members and thank existing members for their continued loyalty. To our corporate partners and key stakeholders, we thank you for your ongoing commitment to collaboration and supporting the success of our industry. To our esteemed colleagues who volunteer their valuable time to serve on our Executive Board, National Council and technical Divisions, we thank you for your custodianship of the Association on behalf of its members.

As we look ahead to the future, we remain committed to ensuring that Master Plumbers continues to be the driving force in the industry, advocating for excellence, innovation, and sustainability and together with our valued members, shape the future of plumbing.

We extend our heartfelt gratitude to our members, partners, and stakeholders for their continued trust and support. With your collaboration, the Master Plumbers and Mechanical Services Association of Australia is poised for a bright and prosperous future.



Norm Anderson
President



Peter Daly
CEO & Secretary

A man with a beard and short brown hair, smiling broadly, stands in the foreground. He is wearing a black hoodie with blue accents and the JINAVO logo, and blue work pants. He has his arms crossed. In the background, a white service van with 'JINAVO' and 'PLUMBING & MAINTENANCE' branding is visible. Other people in similar uniforms are blurred in the background. The scene is outdoors, possibly at a construction or service site.

Every time I run into another plumber, I'm always asking if they're a member of Master Plumbers. It's one of the best business decisions I've made and I'm keen to make sure that everyone knows that they're there to advocate for the industry and support your business.

Emmanuel Al-Jinavo

JINAVO PLUMBING

MEMBERSHIP

Membership spotlight

Master Plumbers' membership grew to 1,060 members by 30 June 2023, collectively representing over 7,000 plumbing professionals across Victoria.

Members leaned into the Association for a range of services through the year including representation on the issues affecting the industry and their businesses, tailored advice on technical plumbing issues and industrial relations, and the tools to help keep them ahead of their compliance, safety and regulatory requirements.

This year, to ensure that even our most time-poor members remained up to date with critical information, Master Plumbers delivered more news in more ways- from detailed information sheets to FAQs and bite-sized video updates. In an increasingly expensive operating environment, our suite of business support services and discounts went a long way towards helping members save time and money and in the year ahead, we will be launching more benefits in this space. For those looking to startup or grow their business, new member offerings await- tailored specifically for the plumbing industry.

Master Plumbers has played a critical advocacy role during the past year and members too have played their part through active participation in policy discussions, technical meetings and forums. As the industry heads into a period of transition, from CPD to the future of gas, Master Plumbers will continue to arm members with the advice, information and tailored resources needed to navigate the changes ahead.

A growing calendar of online and hybrid events has allowed more members across Victoria to connect with Master Plumbers and each other. But the past year has also shown that the appetite for face-to-face interaction is increasing. The success of our regional pub night series, industry demonstration nights and social events will drive even more opportunities for networking, professional development and collaboration.

Membership numbers at 30 June 2023

Life Members	11
Category A: Sole Trader	52
Category B: 2 Operatives	408
Category C: 3-5 Operatives	290
Category D: 6-10 Operatives	127
Category E: 11-25 Operatives	67
Category F: 26+ Operatives	25
Category I: Individuals	31
Category M: Commercial	40
Category K: Industry Partners	9
TOTAL	1,060

Assisting Members



530+

enquiries processed by the Master Plumbers IR Team

2,000+

enquiries processed by the Master Plumbers Technical Team

1,800+

enquiries processed by the Master Plumbers WHS Team

Member Discounts



\$520,174

saved by Members who accessed free Australian Standards

\$70,000+

saved by members by hosting PAV apprentices

\$390,000+

saved by members purchasing new Toyota fleet vehicles

Events and Charities



1,400

people attended the 16 events held by Master Plumbers across Victoria

\$50,000

raised for the IPSF through the 2023 Plumbing and Fire Industry Awards

\$10,000

raised for PukaUp through the inaugural Master Plumbers Golf Day

MEMBER BENEFITS

Technical video series

Check out Master Plumbers' social media channels for the latest updates in our new technical video series. Hosted by our in-house technical team, these regular videos offer a snapshot of key industry and regulatory changes that members need to be aware of. In addition to a new Tech Talk column in Australian Plumbing, and more comprehensive updates via email and our members portal, there are more ways than ever to stay informed.

NAB

This year, we are partnering with NAB to offer members direct support for their end-to-end Business banking needs, discounted access to EasyTap, the new NAB mobile payments app, and tailored information sessions on critical business banking topics like cyber security.

Business boosting benefits

This year, Master Plumbers hosted several seminars to connect members directly with key business experts ranging from the Victorian Small Business Commission and Marsh Insurance to CBUS and Level Playing Field Lawyers, as well as our own in-house experts in Industrial Relations.

Marketing tips and tools for members

Our in-house experts in communications and marketing have launched a new series advising members on how to boost their online presence and navigate the world of digital marketing successfully.

EBA negotiations

Master Plumbers resident Industrial Relations expert, Phil Eberhard, and a steering committee comprising our CEO and Board members, are working closely with our major contractors and the PPTEU to negotiate the next iteration of the Plumbing EBA. Phil will be working closely with several members over the coming months to finalise and lodge individual agreements for each of their businesses, as part of our membership offering.

Product reviews

In the past year, we've kicked off a series of independent reviews of everything from cars and utes to the latest gadgets, designed to make a tradie's life easier. Over the coming year, keep an eye out for more reviews on the latest tools of the trade.

Members only gas ban forum and information portal

In addition to several dozen media interviews, direct lobbying and member communication in response to the Victorian Government's recent ban, a special members-only forum was held on Thursday 10 August to offer members another chance to share their thoughts directly. Over 50 members joined the online forum where Master Plumbers CEO and Chief Technical Adviser provided updates on the announcements, the industry response so far and the plan ahead.

Master Plumbers has also launched a live **Gas Ban Information Hub** on our website at plumber.com.au/gas_ban (similar to the online Hub we established during COVID) where members can access all the latest related news, resources and FAQs to help them navigate the impacts of the impending gas transition on their business and in their conversations with clients and employees.

Industry nights

Master Plumbers Industry Nights bring together key suppliers, regulators and industry experts to keep members ahead of the game on new technologies, products and regulation. In May 2023, a night focussed on changes to multi-layer piping gas installation standards was held at our PICAC Narre Warren training centre with over 100 members joining in person and online to hear from speakers, including Energy Safe Victoria, Master Plumbers Technical team, Maxitrol and the Australian Gas Infrastructure Group.

Regional pub nights

Master Plumbers visited six regional towns over the past twelve months, bringing together members, local plumbers and key in-house and industry experts over the latest industry news and a beer.

NECA and MP industry night

Plumbers and electricians came together at the first joint pub night held by NECA and Master Plumbers in Hamilton. The night included a joint information session on topics of relevance for both plumbers and electricians including 2023 statutory and regulatory changes and implications for business, followed by breakout sessions on more industry specific topics. Keep an eye out for more joint events with our fellow Associations in 2024.

Expanded hybrid events calendar

Hundreds of members attended Master Plumbers' first series of hybrid events, starting with the 2022 AGM in October. Over the past year, members have accessed everything from divisional meetings to specialist industry nights and presentations by industry experts in hybrid format. More Master Plumbers events will be offered virtually and in person to allow members across the state to join in.

Positioning our industry for mandatory CPD

Master Plumbers' CPD portal and growing online course library offers participants a one-stop-shop where they can search for courses by date, location, category, and login directly to their portal to record their CPD activity and manage their accounts. With over 3,500 participants, and growing, Master Plumbers CPD program is keeping our members and the industry ahead of the game.

Expanded fuel offer

Members have access to Fleetcard, which provides members with a 2-4 cent discount at over 90% of fuel stations. Fleetcard users also have access to discounts on everything from tyres to servicing and parts to further reduce the cost of maintaining your fleet.

New-look Australian Plumbing magazine

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

Up to 50% on Master Plumbers SWMS and Safety system bundles

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



Gallant Plumbing

LIFTING INDUSTRY STANDARDS THROUGH CPD

Master Plumbers has always been an association with strong roots in education and remains dedicated to raising the standard for the industry. Through this commitment we have invested heavily in the continuing professional development (CPD) for both our members and the greater plumbing industry.

For several years now Master Plumbers has awaited the government's proposal for a mandatory CPD for the industry. To prepare our members we have developed a strong and robust voluntary CPD program that aims to prepare for a future mandatory system whilst upskilling and educating our members and non-members alike.

Being at the forefront of plumbing education and advocacy, Master Plumbers has worked tirelessly to guide government in the best direction for our industry. We are doing this by positioning ourselves to be the eminent provider of CPD and setting the standard for both members and non-members. This is to ensure that everyone has access to educational resources and courses that meet our high standards. To validate this, all activities have been carefully planned, assessed and accredited by our industry-based CPD advisory committee.

This year the Master Plumbers CPD program saw a strong uptake by members and non-members with more than 3,500 plumbers utilising the 44 courses in our library as well as attending the wide range of events, webinars and seminars that award CPD points. All CPD accredited activities are designed to include technical training and content, as well as business, workplace relations and OH&S.

We will continue to grow our suite of courses as well as continue to run more CPD awarding events. This will include expanding into other areas of learning beyond plumbing; allowing members and non-members to expand their proficiencies into other areas of business management and the like.

The rate in which our members and non-members have utilised the CPD system on our platform to broaden their skills in areas like business management, OHS and technical and practical plumbing has proven to be a great success. This in collaboration with CPD points being awarded for attending Master Plumbers informational events adds an extra level of recognition for participation.

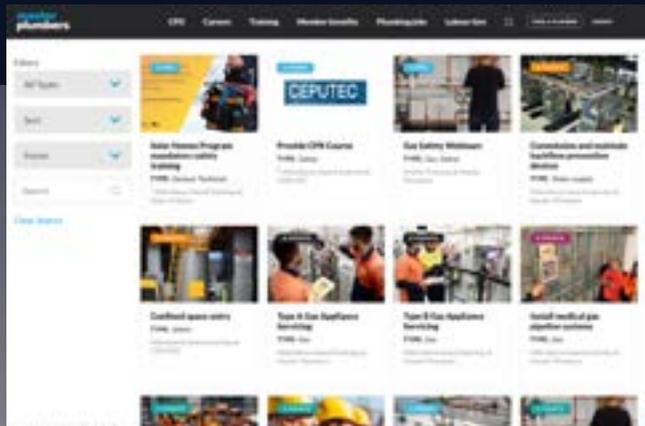
It is expected that the Regulatory Impact Statement (RIS) for mandatory CPD will be released late 2023 to early 2024. With such strong uptake, along with a robust point tracking system and course library, Master Plumbers' CPD program seeks to set the standard in terms of quality of learning opportunities and delivery model for a future mandatory CPD system.

The course library can be found here: <https://plumber.com.au/cpd/>



Beau Lesueur from Master Trade Services

David McCarthy and Paul Spiteri from McCarthy Plumbing accessing the online CPD course library with more than 1000 CPD activities.



ADVOCACY

It's been an important year for advocacy for the Association with several projects regaining momentum after government delays last year due to the election, and several new issues arising from increased focus on the reduction of greenhouse gas emissions. There have also been continuing challenges to the construction industry as a whole with security of payment, material supply and increases in costs.

Gas Transition Roadmap

The announcement by the Government for fast tracking of the gas transition roadmap by banning gas connections for new planning permits after January 1st, 2024, came as an unpleasant surprise late July with little to no communication at any level with industry prior.

Whilst we have been part of subsequent communications with the Departments, the information thus far has been scant and far from a position of being able to respond to our many questions. Our focus has been on understanding the specifics of the ban and positioning ourselves to forward any relevant communication to members that help when communicating with consumers. As an industry we also need to adapt for the new and emerging technologies via training pathways or potential changes to existing plumbing regulations.

Whilst this is a relatively new issue, brought forward from future years by the Victorian Government in conflict with its own roadmap promising an orderly and consultative transition, it has a strong relationship to our current research with alternative green gases such as Biogas and Hydrogen and our work to identify pathways for our industry to evolve with this technology. It is critical that these alternative gases have a viable future by securing training pathways, and working towards their inclusion in gas standards will be crucial to a successful implementation in the future.

We are also aware that changes of this nature take place over time and require well thought-out processes for successful implementation. Despite the botched implementation to date of the gas transition roadmap, we continue to work collaboratively with government departments responsible for facilitating the electrification of Victoria's energy future. We are working to achieve a smooth transition, utilising existing mechanisms such as regulated plumbing compliance certificates and providing thought leadership for the development of fit-for-purpose future regulatory tools.

Complex Plumbing

Whilst this is an issue with some history within the Association, there has been considerable progress in collaboration with other industry associations and the





Victorian government to get the project to the stage where we are expecting a Regulatory Impact Statement for public view in early 2024, or sooner. This issue is connected to several other concerns within the industry such as insurance cover for plumbers, the current compliance regime conducted by the Victorian Building Authority (VBA) and increasing consumer issues with multi-story residential buildings. The larger, more complex plumbing work has long been ignored by the regulator from a compliance perspective and with the increase in higher density housing in some of the outer suburbs, these issues are not declining. We are seeking more controls around initial design of the plumbing systems and greater overview by the VBA in terms of inspection at appropriate stages of construction. The outcomes will hopefully point to greater pathways for plumbers in terms of recognizing good plumbing design.

Automatic mutual recognition

Whilst this was completed to some level last year, with the classes of Sanitary, Water Supply and Sanitary Drainage approved, we have been advocating strongly for a considered approach when it comes to Gasfitting, Roofing and Mechanical services. We will be working with the government throughout the rest of this year to ensure that there is adequate industry input into any proposed changes that may be considered in July 2024.

Regulator advocacy

We continue to bring industry issues to the attention of the Regulators whether it be around low audit numbers, how effective the VBA's 'risk based' approach to compliance is or improving communications between the Regulator and industry. We were successful in putting a hold on the gas servicing portal last year and we are currently working with the VBA to ensure that what we end up with considers the industry's feedback. We need to have a compliance system that provide consumers with confidence in the industry; and we are looking to alternative methods of demonstrating compliance that focus on the real issues within the industry and are able to target those who wish to work outside the system illegally.

Insurance

One of the continuing concerns for the Association is mandatory plumbing insurance. While costs for insurance cover worldwide are increasing, we want to work more closely with insurers to fully understand their pressure points and whether a better plumbing compliance system would provide them with a larger number of participants and therefore a more competitive market for the consumers of their products. The other aspect of these discussions are around the Ministerial Orders (2004) that legislate these requirements and what we see as an urgent need to update this document.

SUBMISSIONS

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

- Comprehensive review of the ANZSCO classifications
- Inquiry into employers and contractors who refuse to pay their subcontractors for completed works (Security of Payment Act review)
- Victorian Skills Plan – multiple submissions
- Plumbing and Fire Protection Industry Submission - Proposal to Extend Transition Period for CPC32413 Certificate III in Plumbing
- Submission to the Australian Bureau of Statistics (ABS) Consultation Round 2 for the Review of Australian and New Zealand Standard Classification of Occupations (ANZSCO)
- Migration Amendment Bill 2023, and the Migration (Visa Pre-application Process) Charge Bill 2023 (with ACCI)
- Jobs and Skills Australia Amendment Bill 2023 (with ACCI)
- Australian Universities Accord: Discussion Paper (with ACCI)
- National Vocational Education and Training Regulator (Data Streamlining) Amendment Bill 2023 (with ACCI)
- Updating the Fair Work Act 2009 to provide stronger protections for workers against discrimination (with ACCI)
- ‘Employee-like’ forms of work and stronger protections for independent contractors (with ACCI)
- Potential impacts of the Commonwealth Paid Parental Leave Scheme on small businesses and their employees (with ACCI)
- “Same Job, Same Pay” – Consultation Paper (with ACCI)
- Criminalising wage underpayments and reforming civil penalties in the Fair Work Act 2009 – Consultation Paper (with ACCI)
- Future Directions: Apprenticeship Support Services Consultation Paper (with ACCI)
- Legislative Assembly Environment and Planning Committee Inquiry into employers and contractors who refuse to pay their subcontractors for completed works (MPMSAA)
- Joint Industry Submission into Legislative Assembly Environment and Planning Committee Inquiry into employers and contractors who refuse to pay their subcontractors for completed works
- Issues to online gas servicing record portal and adoption of gas appliance servicing standard as 4575

- Victorian Emissions Reduction Target (Joint industry submission)
- A Fairer Share of Risk on Government Projects submission to Victorian Treasury
- Submission to the decision-making process of the Victorian Energy Safety Commission (Energy Safe Victoria) regarding restrictions on supply of open flued gas space heaters
- Submission to the Embedded Network Review
- Submission to the Building and Plumbing Amendment Regulations
- Submission to the Department of Education and Training Apprentice Safety Reforms review.
- Clean Economy and Skills Taskforce survey
- Australian Skills Guarantee Discussion Paper (with ACCI)
- Apprentice disadvantage from cross-border issues
- Registered Organisations Governance & Compliance Review (Fair Work)

Representation to government and industry

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

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

- Apprentice Employment Network GTO Management Steering Committee
- Asbestos Safety Eradication Agency Committee
- Australian Chamber of Commerce and Industry (Employment and Skills; Small Business; WHS & Health; Data, Digital and Cyber committees)
- Building Industry Consultative Council
- Building Industry Group 1
- BuildSkills Australia - Jobs and Skills Council

- ColInvest (Board), now known as LeavePlus
- Department of Education and Training (various working groups)
- Department of Environment, Energy and Climate Action (various working groups)
- Department of Jobs, Skills, Industries and Regions (various working groups)
- Department of Transport and Planning (various working groups)
- Energy Safe Victoria Future Fuels Advisory Group
- Energy Safe Victoria Technical Advisory Group
- Energy Safe Victoria (various working groups)
- Fair Work Commission (various working groups)
- Foundation for Safety Victoria (Construction Guidance Committee + Industry Steering Group)
- Incolink (Board + Audit and Risk Committee + Alcohol & Drugs Committee)
- Indigenous Plumbing and Sanitation Foundation
- 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)



Kennedy's Group working on the St. Kilda Pier redesign

TRAINING

As a leading provider for plumbing training in Victoria the Master Plumbers RTO has seen significant growth over recent years, and this has continued well into the 2022/23 financial year. With training delivery exceeding 150,000 hours, we have seen substantial growth across the apprenticeship and post trade programs.

The RTO has a team of highly dedicated staff who provide best-practice educational programs to service the industry moving forward, with the addition of 10 new trainers in the past year. We have delivered training to over 350 apprentices across the Brunswick and Narre Warren campuses and 2,000 returning plumbers looking to upskill.

We have also seen more female apprentices entering the industry than ever before and choosing Master Plumbers as their training provider. This is in no small part due to the momentum created by the Women in Plumbing program and the establishment of more tailored and supportive pathways for women looking to enter the plumbing industry.

The currency and relevance of industry-led training is vitally important in an industry as dynamic as plumbing. Earlier in the year, many of the RTO staff attended the PSCIA national conference in Albury, with the focus on training delivery and professional currency, with speakers from VBA, ESV, HIA, Rheem, Saniflo and Caroma providing industry updates and technical information. This was not only an excellent opportunity to gain information on what is happening in the plumbing industry but an opportunity to ensure that our training standards meet and exceed that of other training providers in the state.

With the support of PICAC and industry stakeholders the RTO has been able to offer training programs with high quality learning experiences and outcomes. This partnership has allowed Master Plumbers to offer a level of training unsurpassed in the RTO space. The facilities at all Master Plumbers campuses continue to be the pinnacle of plumbing training organisations in the state, if not the country.

Development has continued on learner resources and assessments as part of our transition to the new plumbing qualifications for Certificate III and Certificate IV programs with delivery being rolled out over the year. The new Certificate III qualification will help support apprentices on their journey into the industry and becoming tradespeople. Over the next twelve months we will look to increase our suite of offerings to cater for increased industry demand for post trade training.



Master Plumbers Trainer Darius School and apprentice

150,000

hours of training delivered

10

new trainers hired

350

apprentices taught

2,000

plumbers returned for upskilling



GROUP TRAINING

Plumbing Apprenticeships Victoria

Plumbing Apprenticeships Victoria had a highly productive and successful year with strong growth in both apprentice numbers as well as host companies joining. An increase of 16 new apprentices this year, along with a notable decrease in terminations, meant that for the first time, Plumbing Apprenticeships Victoria had to pause its recruitment efforts as the program was full. This is a real testament to the perception of the PAV program in Victoria and the fact that PAV is seen as the place to do your apprenticeship. The past 12 months of the Women in Plumbing program has also demonstrated to the wider community and potential apprentices, that Plumbing Apprenticeships Victoria is the place to go if you are a female or non-binary apprentice, due to the extra and continuing support of the dedicated Women in Plumbing team.

After the past few years of uncertainty due to the pandemic, there has been a lack of apprentices starting an apprenticeship in all trades. This increase that we have seen in the past 12 months confirms that the industry is bouncing back and that more people are looking to start a career in plumbing. This is echoed by our host employers that are taking on more and more first and second year apprentices for their entire apprenticeship and not short-term placements. Several of our apprentices have not only been taken for their entire apprenticeship they are also being asked to stay on with their host employer post-apprenticeship.

Plumbing Apprentices Queensland

Demand for PAQ services from Host Employers remained strong throughout the year, ensuring apprentices remained working, resulting in minimal downtime during the year. PAQ was able to increase overall numbers during the year. PAQ's funded Pre-Apprenticeship program runs throughout the year assisting in the development of candidates for the industry. Over 50% of participants in the program secured a plumbing or related apprenticeship. The combination of the high demand for services and our successful Pre-Apprenticeship program enabled PAQ to record a strong financial result for the year.

This year, PAQ relocated offices and now operates out of Murarrie, providing easy access to Brisbane CBD, Brisbane Airport, and the motorways connecting both Gold and Sunshine Coasts. This also allows for PAQ to better serve the needs of hosts employers and attract apprentices between Brisbane, the Gold Coast and Sunshine Coasts. With this this new location attracting more host employer opportunities, PAQ predicts an increase in host employers which in turn would allow for the onboarding of more apprentices and stimulate growth across the entire business.

Programs

Government Initiatives

Master Plumbers remains actively engaged in collaborations with government entities on various initiatives. In Victoria, PAV is designated as a preferred supplier of plumbing apprentices to Victorian Big Build Projects, with funding from the Apprenticeship Employment Network (AEN). Additionally, PAV has secured further funding for the Construction Skills Pathway Program (CSP), which involves the placement of female and Culturally and Linguistically Diverse (CALD) apprentices on Big Build sites.

Women in Plumbing Program

The Women In Plumbing Program (WIP), designed to provide training and support for women entering non-traditional trades, is a joint venture funded by Apprenticeships Victoria in partnership with Master Plumbers. This program has been a huge success with 42 new female plumbing apprentices entering the industry.

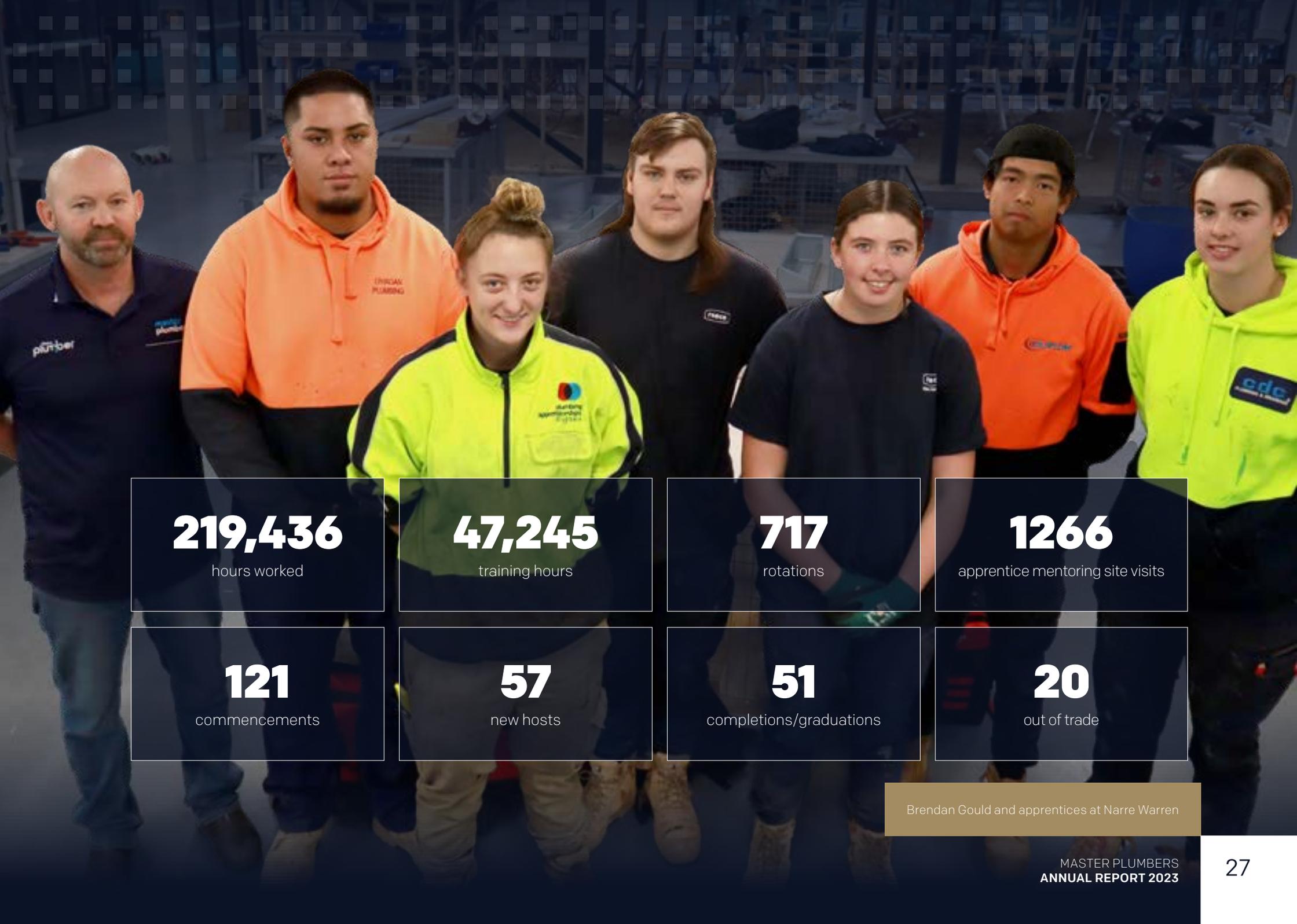
With the Women in Plumbing program coming to close, PAV has secured funding through Solar Victoria for six new female apprentices to commence specialising in solar. There will be an opportunity for six hosts to take on an apprentice with a 50% charge rate subsidy for the first two years of their apprenticeship.

PAQ Pre-Apprenticeship Program

In Queensland, the Pre-Apprenticeship program funded through the Department of Employment, Small Business and Training is nearing completion. This program gave the opportunity for 31 individuals with no industry experience the opportunity to explore the trade before committing to an apprenticeship. 52% have now been signed into a general plumbing or associated apprenticeship.

Master Plumbers WHS Program

The Master Plumbers Work Health and Safety (WHS) program is experiencing continued growth. The team's efforts, which include visiting host employers to lower the All Injury Frequency Rate (AIFR) and Lost Time Injury Frequency Rate (LTIFR), have yielded positive results. Moreover, sales and support for our leading safety products have generated revenue exceeding \$100k. We will continue to build our unique online offering and expand this safety system nationwide. This initiative aims to enhance safety standards across the entire industry.



219,436

hours worked

47,245

training hours

717

rotations

1266

apprentice mentoring site visits

121

commencements

57

new hosts

51

completions/graduations

20

out of trade

Brendan Gould and apprentices at Narre Warren

WOMEN IN PLUMBING

Women in Plumbing is a Master Plumbers and Plumbing Apprenticeships Victoria (PAV) initiative to support female students, apprentices, and plumbers at every step of their journey, including providing paid pre-apprenticeships, direct entry to Plumbing Apprenticeships Victoria (Master Plumbers Group Training Organisation) and an array of networking, mentoring, training, and social opportunities.

The two-year pilot program, designed to remove barriers faced by women wanting to start a rewarding career in traditionally male-dominated trades has achieved remarkable success as it reaches its conclusion. A comprehensive final report outlining the program's achievements has been officially submitted to the government. The surge in female applicants, from 1 in 100 (2021) to 1 in 20 (June 2023), reflects the program's impactful initiatives. This shift underscores altered perceptions of plumbing as a viable career for women, fostered by strategies like showcasing real women in the field, nurturing networks, collaborating with industry, and engaging with schools.

In the first stage of the program, Plumbing Apprentices Victoria employed more than 30 female plumbing apprentices out of a net growth of 40 female plumbing apprentices in Victoria. This clearly demonstrated the success in attracting women to the plumbing industry at a rate far exceeding other plumbing apprentice organisations.

Attracting new apprentices was not the only success for the program. 94% of pre-apprentices transitioned to full apprenticeships with an 82% retention rate, underlining the program's success in not only attracting but retaining women in the industry—further balancing the industry's gender equation.

A hallmark of the program has been the end-to-end support provided through dedicated female field officers and PAV staff, the creation of a community of crucial female role models and mentors already in the industry and an incredibly engaged and supportive network of members and host employers.

Completion of the Women in Plumbing program marks the beginning of a journey, not its end. Building on the valuable insights gained, Master Plumbers and Plumbing Apprenticeships Victoria have developed a comprehensive plan to attract, recruit and retain more women in the industry and to consider a range of future career paths within plumbing, whether that means staying on the tools or transitioning to roles in management, estimation, OHS management, or even training the next generation of Plumbers.

In the later half of 2023 the Women in Solar program, a partnership between Solar Victoria and Plumbing Apprenticeships Victoria will continue to build the great momentum created by the Women in Plumbing program.



Hayley Lanksch – 2nd year PAV Apprentice

Here are some key statistics that demonstrate the program's success:

33

The Women in Plumbing Program has seen **33 females commence the pre-apprenticeship** since its launch, and an impressive 94% of the participants progressed into an apprenticeship in plumbing.

82%

The program has shown an 82% retention rate, with the majority of the participants still employed in a plumbing apprenticeship, indicating the effectiveness of the program in keeping female apprentices engaged and supported.

100

The Women in Plumbing network has grown to over 100 females, all working in the plumbing industry in Victoria, showcasing a strong community of women in the field and role models to inspire future generations.

30+

Plumbing Apprenticeships Victoria employed in excess of thirty (30) female plumbing apprentices in the first stage of the program - a fair representation of the net forty (40) growth in female apprentices.

31%

31% of all apprentices employed at Plumbing Apprenticeships Victoria are female against the current industry number of 1.84%.

26%

Plumbing Apprenticeships Victoria has employed and/or trained approximately 26% of the total female plumbing apprentices in Victoria.

COMMUNICATIONS AND ENGAGEMENT

Plumbing Magazine

The Australian Plumbing Magazine has undergone a transformation over the past year with the a new design and style, as well as the addition of new article topics. Readers would have noticed the addition of new regular features like car and commercial vehicle reviews, tool reviews and business advice. This topic expansion to include new article genres is intended to provide a more holistic reading experience for the 25,000 plus industry professionals who receive the magazine each quarter in print and online.

One area that has seen the most attention has been the tech advice column in which the Master Plumbers tech team consolidates the commonly asked questions they receive during their day-to-day calls into an FAQ article for the wider audience.



Website and digital statistics

Website

In the past 12 months several improvements to the website have been made to enhance the experience of our members. Improvements to Master Plumbers Member portal allows for members to take even more control of their membership and access the information, billing, CPD and much more. We look forward to boosting engagement further with more members-only content and resources online and an ever growing list of learning opportunities ahead of mandatory CPD coming into effect in Victoria.

Social Media

The master plumber's social media accounts have steadily grown throughout the past 12 months. Changes to the content to make sure the posts are more audience specific, have led to higher rates of customer interactions like comments, likes and shares.

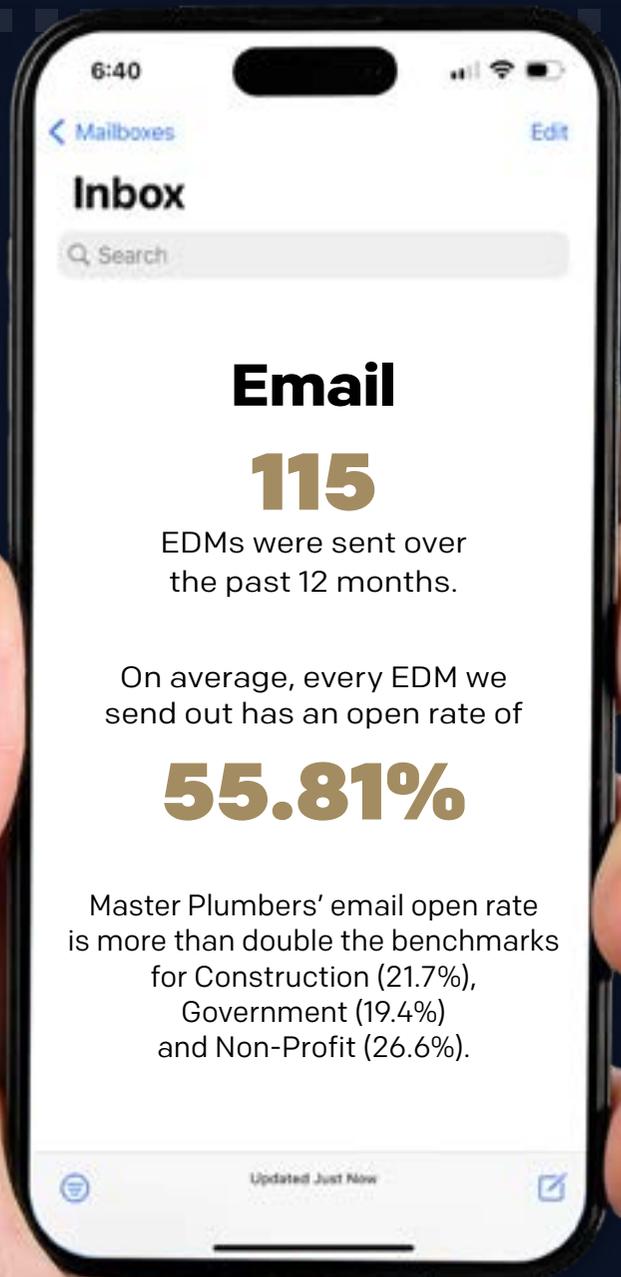
We have been working on delivering more content in short form video recently with the inclusion of content like the Tech Team's Industry updates. The tech team's bite sized information videos have almost doubled their views with each successive video release.

Since there has been a growing trend of people getting their information and updates from their phones through video sharing platforms, we will be looking to expand our social media presence to new platforms such as TikTok and Threads to ensure we reach more members, utilising more bite-size update videos that can be easily shared.

EDMS and Digital Comms

Our IR and HR emails continue to be our most popular with the highest open rate, ensuring that we are delivering all the important and relevant changes to our members. It is of great importance to us to ensure that we inform and arm our members with the latest information so that they can both deliver the best service possible whilst maintaining the highest business standards.

The second most popular emails are the monthly eDMs. These over the past year have continued to grow both in size and scope. These eDMs keep members informed about what's happening at Master Plumbers to what's happening in the industry as well as reminders about the important changes and emails that they may have missed throughout the month.



Social Media



10,454
followers
+18%



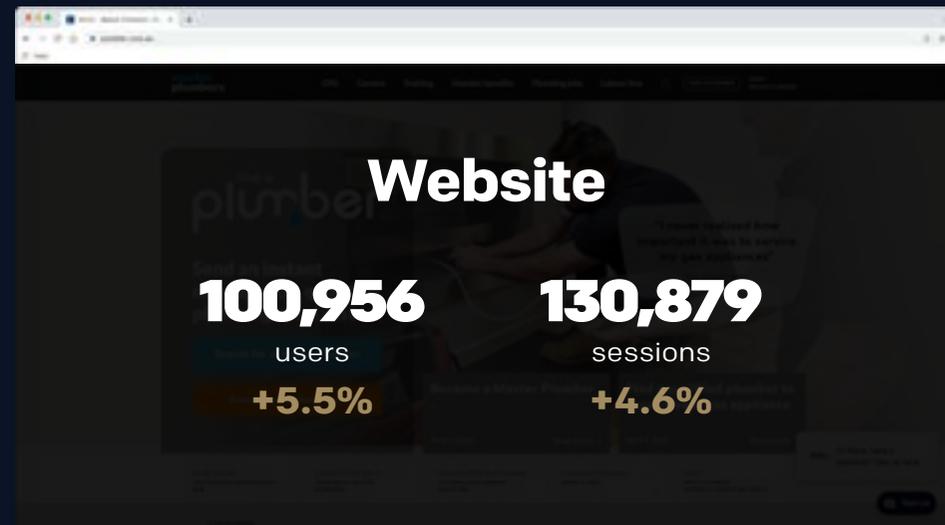
2,538
followers
+29%



88
subscribers
+29%



2828
followers
+9%



EVENTS

Connecting through events

This year our members and plumbers across the State took the opportunity to connect, thanks to a packed calendar of new events, ranging from our new Regional Plumbers Pub Night series to our metropolitan Charity Golf Day and bespoke technical events and industry nights to name just a few.

Golf Day

The 2023 Members Golf Day made its way to Woodlands Golf Club for the first time this year creating a memorable day filled with camaraderie, friendly competition, and heartfelt giving. This year, \$10,000 was raised through generous donations and sponsorships of the event. These funds will directly support PukaUp, a social enterprise dedicated to delivering mental health and suicide prevention education programs.

Members and their guests were joined on the course by Dermott Brereton and Corey McKernan and thoroughly enjoyed engaging and chatting with these two ex-AFL footballers. It was great to see Dermott Brereton even getting involved and demonstrating that his sporting talent extends beyond AFL, and has become an avid golfer, much to the delight of those in his team.

Regional Plumbers pub nights

The Master Plumbers Pub Nights started as a way for the Master Plumbers team to better engage with the regional members, however we could not have foreseen the success and uptake of the events. They have become a popular way for our regional plumbers to connect and for our experts to inform members about regulatory changes, industry trends and business advice. The Pub Night Series will continue to make its way across the state with engaging talks from industry experts and well as companies demonstrating the latest and greatest. These nights have also attracted non-members to come along and see what the association has to offer.

Industry nights and webinars

As a part of our commitment to inform and educate our members and the wider plumbing industry, several webinars and industry nights were held during the year. These events brought together experts from Master Plumbers, the industry and government to arm members with the best advice and information available on emerging trends, regulatory changes and compliance requirements affecting their business.

From changes like the new AS/NZS 5601.1 Gas Standard and implications for multi-layer piping gas installations to the banning of new gas connections in Victorian domestic builds from 2024 and direct business advice from the Victorian Small Business Commissioner, these forums have proven incredibly useful exchanges of information and feedback that will guide Master Plumbers advocacy and activities going forward.

Members Only Forums

Following the Government announcement banning new gas connections in Victorian domestic builds from 1 Jan 2024, Master Plumbers was bombarded with feedback, concerns and questions from members affected by the decision. In addition to a growing body of advocacy and technical work the teams are undertaking in response, a special members-only forum was held in August to offer members another chance to share their thoughts directly. Almost 50 members joined the online forum where Master Plumbers CEO and Chief Technical Adviser provided updates on the announcements, our response so far and the plan ahead. Members took the opportunity (and have been invited to continue doing so) to share their views and unanswered questions. Master Plumbers have since launched a Gas Ban Portal on our website, similar to our COVID Hub, where we host all the latest related news, resources and FAQs to help members navigate the impacts of the change on their business and in their conversations with clients and employees.

List of Major Events

- Members Metropolitan Golf Day
- Major Contractors Division Meetings
- HVAC Division Meetings
- Plumbing and Gasfitting Division meetings
- 2023 Plumbing and Fire Industry Awards
- Regional Plumbers Pub Nights: Ballarat, Peninsula, Geelong and Bendigo
- Industry night: Multi-layer piping gas installations
- Webinar with the Victorian Small Business Commissioner
- Master Plumbers and NECA Pub Night in Hamilton
- 2023 Master Plumbers Apprentice Awards
- Special Members Only Gas Ban Forum
- Security of Payments Workshop
- Master Plumbers first Hybrid AGM
- Members Christmas Party
- Life Members Christmas Lunch



EWIT and WIP Tool Skills Day



Apprentice Skills Competition



Traralgon Pub Night



Traralgon Pub Night



Members Christmas Party



Keefe Bros Industry Night at PICAC Narre Warren



Members Golf Day

PLUMBING & FIRE INDUSTRY AWARDS

The 2023 annual Plumbing and Fire Industry Awards (PFIA) took place this past March and like past years, it was the biggest night in the plumbing social calendar. The PFIA is a time where the plumbing and fire industry can come together and recognise the outstanding individuals and companies in the industry.

The PFIA is a joint initiative driven by the Master Plumbers and Mechanical Services Association of Australia, the Plumbing and Pipe Trades Employees Union, the National Fire Industry Association, The Association of Hydraulic Service Consultants Australia and the Plumbing Industry Climate Action Centre.

Held at the Crown Palladium, the PFIA is a great chance for those in the industry to get dressed up and enjoy an evening of awards and entertainment. This year the event was emceed by Lehmo, from TV and Radio fame, and supported by musical guests the OZ boys and Super Band.

The major awards of the Andrew Letten Gold Medal Award for Apprentice of the Year went to Nathan Brien from Plumbing Apprenticeships Victoria and well as the Small Plumbing Business of the Year Award which went to T.J Coles Plumbing.

This year the PFIA was chosen to be the place to announce the appointment of Scott Dowsett as a Life Member in recognition of his outstanding contribution to the Master Plumbers and Mechanical Services Association and the plumbing industry, an exceptionally high honour. Scott joins an exclusive group of only 45 individuals who have been awarded Life membership over the Association's 132-year history.

The PFIA every year also donates profits made to the Indigenous Plumbing and Sanitation Foundation, which provides apprenticeship opportunities for indigenous people from rural and remote communities, as well as funds projects where indigenous tradespeople provide plumbing and sanitation services to remote communities. This year a donation of \$50,000 was made. This foundation has been the recipient of funds raised from the PFIA for a number of years.

Frank Maskell General Plumbing Award

Nathan Brien, Plumbing Apprenticeships Victoria

Mechanical Services Award

Ryan Bridle, Entire Mechanical Services

NA Smith Gas Award

Sean Anderson, Commercial Hot Water and Maintenance

Andrew Letten Gold Medal Award

Nathan Brien, Plumbing Apprenticeships Victoria

Women in Plumbing Rose Curtis Award

Jessah Iliopoulos, Plumbing Apprenticeships Victoria

Excellence in Education and Training Award

John Arnel - Fire Industry Training

Excellence in Sustainability Award

Thermal Energy Solutions

Excellence in Administration Support Award

Kathy Goodwin, McCarthy Plumbing Group

Small Plumbing Business of the Year Award

T.J Coles Plumbing

Project of the Year Award

NSG Plumbing - Energy Smart Water

Indigenous Professional Award

Jackson Viney - RAW GTO

Lou Maglio Gold Medal for Australian Apprentice of the Year Award

Michael Loprete - Shield Fire Systems

Excellence in Occupational Health and Safety Award

Chris Bell - PPTU

Excellence in Fire Protection Award

Mark Buckley - Contractfire

AHSCA Tom Clements Consultant of the Year Mark Pearson

AHSCA Commercial Plumbing Affiliate of the Year Geschke Plumbing

AHSCA Sales Representative of the Year Greg Brittain - ZIP Water

William P. Hite Leadership Excellence Award Andy Wallace

Andrew Letten Award

The Andrew Letten Award is chosen from the winners of all the other Master Plumbers awards given out during the PFIAs. It is a great honour to be the recipient of the award as it recognises an individual being an exceptional apprentice and future leader for the plumbing industry.

This year's recipient Nathan Brien has encompassed all the traits and actions that past winners have been recognised for. As stated, time and time again by a number of members of Plumbing Apprenticeships Victoria, Nathan has continued to show leadership and commitment to his fellow apprentices regularly going above and beyond to lead them in their training as well as excelling in his own.

As the plumbing industry recovers from the global pandemic, there has been a drop in apprentices that began their training at the start of the pandemic. This has led to a lower than usual number of new plumbers entering the workforce after completing their qualifications. This, coupled with a tradesperson deficit has compounded the need for apprentices to complete their journey to becoming fully qualified plumbers. Nathan's leadership is exactly what the industry needs, as his commitment to his fellow apprentices has and will see more finish their study and to a higher standard of learning.

These accolades were constantly echoed by the companies he worked with and in particular his host company, Project Plus, could not speak more highly of Nathan. Peter Herzog from Project Plus has been quoted as saying the Nathan "is quite possibly the best apprentice that has come through."

Nathan will join an alumni of fellow Andrew Letten award recipients dating back to the first award in 1908.



Andrew Letten Gold Medal Winner **Nathan Brien** and Master Plumbers CEO **Peter Daly**

APPRENTICE AWARDS

Each year Master Plumbers celebrates the graduating class with an award ceremony combined with their graduation. This year several top-performing graduates came out on top of a strong list of nominees. Each demonstrated skill, effort and commitment as they worked through Master Plumbers' Registered Training Organisation and Plumbing Apprenticeships Victoria (PAV) programs

PAV Graduating Apprentices: (2022/2023)

Anthony Bradford, Blake Trevorrow, Eric Makridis, Gina Brook, Henglong 'Charlie' Zhu, Hexiang Gao, Jackson Pollock, Jacob Corps, Jake Costello, James Mort, Jason Prior, Julian Cowan, Matthew Glen, Michael Langdon, Mohseen Amer, Nathan Brien, Peter Cutrera, Sadiq Yusuf, Simon Micallef, Weiya Zhai



Alfred Atherton Award Award Winners: Daniel Brekalo and Michaela Healey

Master Plumbers RTO Awards

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

Most Outstanding 1st Year Apprentice Award

Sponsored by Milwaukee: **Claude Pagano**

Most Outstanding 2nd Year Apprentice Award

Sponsored by Plumbing Apprentices Victoria: **James Fisher**

Most Outstanding 3rd Year Apprentice Award - General Plumbing

Sponsored by Reece: **Jasmine Garner**

Most Outstanding 3rd Year Apprentice Award - Mechanical Services

Sponsored by Rheem: **Greg Germanier**

Plumbing Apprenticeships Victoria Awards

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

Sir Rohan Delecombe 1st Year Apprentice Award

Sponsored by CBUS: **Fran Cowie**

Peter Pratt 2nd Year Apprentice Award

Sponsored by PBA Safety: **Pasquale Angelino**

Don Pritchard 3rd Year Apprentice Award

Sponsored by Incolink: **Ari Messiakaris & Jessah Iliopoulos**

Alfred Atherton 4th Year Apprentice Award

Sponsored by Insinkerator: **Daniel Brekalo & Michaela Healey**

Host Recognition Awards

Sagecon, Reliable Plumbing Services Australia Pty Ltd, Axis Maintenance, Geschke



Some of the winners from the 2023 Apprentices Awards and Graduation

CORPORATE GOVERNANCE



Norm Anderson
President



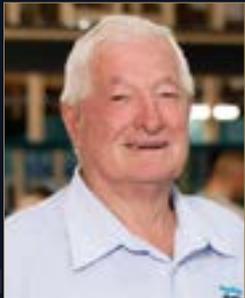
Daniel Smolenaars
Vice President



Scott Dowsett
Vice President



Grant Donald
Hon. Treasurer



Kevin Shiners
Board Member



Renee Shankar
Board Member



Lorien Dalmau
Board Member



Greg Tink
Board Member



David Geschke
Board Member



David McCarthy
Board Member



Peter Daly
Secretary

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

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

NORM ANDERSON, PRESIDENT

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

DANIEL SMOLENAARS, VICE-PRESIDENT

Daniel has over 30 years' experience in the plumbing industry. He is the Managing Director of Tequa Plumbing and has facilities in Sale and Traralgon. The business has been established in Gippsland for over 40 years and delivers work across a broad section of Eastern Victoria between Mallacoota and Warragul. Tequa Plumbing deliver across multiple facets of the plumbing industry covering commercial construction, civil construction, residential sprinkler fitting, specialising in maintenance plumbing and gas servicing. Over time the team have continued to expand the business into infrastructure developments, directional drilling and other core civil components.



Michael Tomlinson

In June of 2023, Michael Tomlinson decided to step down from the Board after a long 7 year tenure on the Board and National Council. Michael has steered the Plumbing and Gasfitting Division through challenging times over the years and there has been significant increase in member attendance through Michael's leadership.

SCOTT DOWSETT, VICE-PRESIDENT

Scott has over 36 years' experience in the commercial plumbing industry and has been a member of the Association since 1997. He is Director of Cooke & Dowsett Pty Ltd, an international Tier 1 commercial plumbing company that employs licenced plumbers across Australia and New Zealand. Scott has been a committee member of the Major Contractors' Division since 2006 and is the current Chairman. Scott was also a Director of Master Plumbers Australia and New Zealand Ltd.

GRANT DONALD, HON. TREASURER

Grant is a qualified plumber who has been involved in the industry for over 47 years. He is a Director of Premier Plumbing Service, a 4th generation family owned commercial plumbing company based in Ballarat. Proudly, their membership with the Master Plumbers has continued unbroken for 72 years. Grant is a member of the Major Contractors' Division and the Australian Institute of Company Directors. Grant is also a Director on the board of LeavePlus (formerly CoINVEST) and has just been appointed for a further four years. Grant is also a Justice of the Peace.

KEVIN SHINNERS, DIRECTOR

Kevin's company, Shinners Plumbing, has been a Master Plumbers member since 1953. In 2002, Kevin was presented with the Hygieia Award for outstanding voluntary services for the development of the plumbing industry and in particular, recognition of his dedicated involvement in pursuing improvements in 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.

RENEE SHANKAR, BOARD MEMBER (NON-VOTING)

Renee is an experienced public relations and stakeholder engagement professional, having provided expertise across a range of industries for more than 15 years. This has included community engagement on major infrastructure projects as part of Victoria's Big Build, as well as consulting with

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

LORIEN DALMAU, BOARD MEMBER (NON-VOTING)

Lorien has over 15 years of experience in the construction industry and holds an Executive MBA from Melbourne Business School. She started her career on the tools and is a Qualified Carpenter. As Executive Project Director at a Tier 1 builder, she successfully delivered several Projects valued over \$140M+ and major business transformation programs. Lorien is currently the General Manager of Shape Homes, a residential builder constructing approximately 400 homes annually for Victorians. Lorien's broad and varied experience in the industry has taught her the importance of strong relationships and collaboration, the impact of strong advocacy and leadership for the construction and plumbing industries. Lorien brings to the Master Plumbers Board a strong focus on how we can work together to prepare our industry for today's market and tomorrow's challenges.

GREG TINK, DIRECTOR

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

DAVID GESCHKE, DIRECTOR

David has been working as a licenced plumber in his family business for over 20 years, he has always maintained an interest in various aspects of our industry, from ESV compliance, to working through various water authority's requirements, VBA inspections and compliance matters as well as keeping up to date with the ever changing Standards landscape. The Association of Hydraulic Services Consultants Australia (AHSCA) has been a keen interest of his. As a current Director of the AHSCA Research Foundation he has a good understanding of the support that the members may need and also the importance of maintaining the core values of non-for-profit organisations.

DAVID MCCARTHY, DIRECTOR

David has been plumbing for 20 years now, his career has taken him all over Australia including a stint in Perth, and working as an M&E Manager for one of the UK's biggest building companies, Ardmore, in London. David started his business McCarthy Plumbing Group in 2013 in Melbourne's west and the business is multi-award winning including New and Emerging Wyndham Business Award Winners in 2016, Trades Business of the Year in the National My Business Awards in 2019 and 2020 and Plumbing Services winners in the 2021 Australian Small Business Champions Awards. His business passion is investing in his team and his aim is to create a culture of happy, talented plumbers.

PETER DALY, SECRETARY (NON-VOTING)

With more than 20 years' experience in senior leadership roles in the corporate and not-for-profit sectors, Peter has a deep understanding of membership organisations and a proven history of working successfully with government and industry to build consensus around business and public policy outcomes. He is a Civil Engineer and a member of the Australian Institute of Company Directors. Peter is a Director of Incolink, the Indigenous Plumbing and Sanitation Foundation, Plumbing Staff Solutions, Master Plumbers Australia and New Zealand, National Centre for Vocation Education Research and a number of Master Plumbers' associated entities.

NATIONAL COUNCIL



PHILL CRAIG, NATIONAL COUNCIL REPRESENTATIVE

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



CHRISTOPHER UNWIN, NATIONAL COUNCIL REPRESENTATIVE

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



PETER JENSEN, NATIONAL COUNCIL REPRESENTATIVE

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



PAULA WITHINGTON, NATIONAL COUNCIL REPRESENTATIVE

Paula has over 26 years of experience in the plumbing industry through Roofrite Guttering & Roofing Systems who have been members of the Association for 16 years. Paula has worked in a variety of industries from personnel to accountancy to media. Roofrite have positioned themselves to be a company of note in Victoria for their holistic approach to residential roofing services. She has been part of Roofrite since its inception and joined the National Council in 2022, to give back to the association, bringing to the table an extensive background in business management. She has also been actively involved in the Plumbing and Gasfitting Division meetings for years and was a long-time contributor to the Bendigo Golf Day.

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 advocacy priorities currently comprise Large/Complex Plumbing; Passive Fire; and insurance issues;. In addition, National Council has formed a Membership Support Group (MSG) to provide advice and assistance with membership initiatives.

In 2022/23, these teams actively contributed to Master Plumbers advocacy agenda and helped to further key initiatives under Master Plumbers Strategic Plan. They play a critical role in providing technical input, acting as industry liaisons and driving deeper and more meaningful engagement with members across the State.

Large/Complex Plumbing

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

Convenor: Norm Anderson

Passive Fire

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

Insurance

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

Convenor: Daniel Smolenaars

Membership Support

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

Convenor: David McCarthy

FINANCIAL REPORT

Statement of profit or loss and other comprehensive income for the year ended 30 June 2023

REVENUE	2023 (\$)	2022 (\$)
OPERATING REVENUE		
Government grants	2,807,247	2,281,101
Apprentice and tradesmen hire	10,359,928	9,860,729
Members' subscriptions and related services	1,349,695	1,273,454
Training	4,258,963	3,425,954
Magazine advertising	211,941	232,171
OTHER REVENUE		
Investments & property rental	341,030	288,839
Royalties	255,594	265,898
Other revenue	138,892	86,703
TOTAL REVENUE	19,723,290	17,714,849
EXPENSES		
Employee expenses	15,132,870	13,053,212
Occupancy expenses	222,494	185,042
Professional services & legal fees	479,546	534,281
ICT expenses	177,702	142,157
Motor vehicle expenses	81,184	52,924
Administration & other expenses	3,212,637	3,452,448
TOTAL EXPENSES	19,306,433	17,420,064
Profit before income tax	416,857	294,785
Income tax expense	-	-401
Gain/(loss) on revaluation of land & buildings		
GAIN ON REVALUATION OF FINANCIAL ASSET	64,457	-282,573
TOTAL COMPREHENSIVE INCOME	481,314	11,811

Statement of financial position as at 30 June 2023.

CURRENT ASSETS	2023 (\$)	2022 (\$)
Cash and cash equivalents	2,791,318	3,468,355
Trade and other receivables	2,865,045	2,554,998
Other assets	174,026	145,941
Financial assets	508,762	530,819
TOTAL CURRENT ASSETS	6,339,151	6,700,113
NON-CURRENT ASSETS		
Financial assets	4,388,563	4,483,114
Property, plant and equipment	3,067,202	3,114,220
Investments	9,113,980	9,257,371
Intangibles	411,387	130,851
TOTAL NON-CURRENT ASSETS	16,981,132	16,985,556
TOTAL ASSETS	23,320,283	23,685,669
CURRENT LIABILITIES		
Trade and other payables	2,554,177	3,546,997
Employee benefits provisions	1,058,727	907,941
TOTAL CURRENT LIABILITIES	3,612,904	4,454,938
NON-CURRENT LIABILITIES		
Employee benefits provisions	89,475	94,141
TOTAL NON-CURRENT LIABILITIES	89,475	94,141
TOTAL LIABILITIES	3,702,379	4,549,079
NET ASSETS	19,617,904	19,136,590
EQUITY		
Retained earnings	19,745,164	19,328,307
Reserves	-127,260	-191,717
TOTAL EQUITY	19,617,904	19,136,590

LIFE MEMBERSHIP

SCOTT DOWSETT

Life Membership of the Master Plumbers' and Mechanical Services Association of Australia is an honour bestowed on members of Master Plumbers whose exceptional, loyal and outstanding service and contribution has provided a measurable benefit to the Association and our industry over an extended period of time.

Over our more than 130 year history, we have conferred Life Membership on only 45 people, and of these, only ten are still with us. It is a select group of members who have received Master Plumbers' highest acclamation for their service.

At the 2023 Plumbing and Fire Industry Awards, we proudly welcomed another member to this group - Scott Dowsett.

Scott started his plumbing career at the age of 19 and has over 35 years' experience in the commercial plumbing industry. He started his own plumbing company in 1992 and joined forces with Chadd Cooke to form Cooke & Dowsett in 2008. CDPG has recently celebrated 30 years as a Master Plumbers member.

Scott has served as a volunteer leader of the Master Plumbers Association since 2006. He has been a key voice on our National Council and Board since 2010 and was President of the Association for a decade from 2013 to 2022. He has been a committee member of our Major Contractors' Division since 2006 and remains the Division's Chairman.

Scott's tenure as President came at a critical juncture in our long history. He has overseen a strategic transformation of our Association in building an enduring partnership with the Plumbers Union and employer associations as part of the PICAC group. Scott's vision, leadership and conviction has been a driving force in the Master Plumbers Board's shared vision with union leadership to build this unique collaboration, for which PICAC now delivers world-class training and industry leadership across multiple states.

Over his 10-year tenure as President, Scott has also capably led the Master Plumbers Board through a period of growth, diversification and business modernisation, in which Master Plumbers has become a leading employer Association which is delivering value to its members and the industry well beyond our state borders.

Scott currently serves as our Past President, leaving other accomplished leaders to follow his example. He is the personification of exceptional, loyal and outstanding service and contribution and a deserving recipient of this honour.

Congratulations Scott.



