

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

# ANNUAL REPORT 2024







When you join Master Plumbers, you're not just getting a badge – you're showing your community that you stand for everything good, integrity, and know-how. Customers trust plumbers associated with Master Plumbers because they know they're getting the best. In this field, there's always something new to learn or a challenge to tackle. Being part of Master Plumbers means you've got a team behind you, ready to offer advice, share experiences, and provide the support you need to succeed, no matter what comes your way."

**Luke Kennedy**  
Jet Plus Plumbing



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# A MESSAGE FROM THE PRESIDENT AND CHIEF EXECUTIVE



Welcome to the 2024 Annual Report of the Master Plumbers and Mechanical Services Association of Australia. We document the past year in our Association's history with a great sense of pride and respect for the complex role our members play in keeping our communities safe, healthy, and sustainable.

It has been a turbulent year. From escalating costs, skills shortages, supply chain issues and increasing regulatory burdens on business, to the transition away from gas, our industry has been challenged on multiple fronts. But plumbing has, and always will, play a critical role in the world we live in, and it has not been a question of if, but how, we have responded to change.

Master Plumbers has proudly invested in our members' future for over a century and in this Annual Report we are proud to detail how we have continued to do so. In terms of our Association, over the past year we have invested heavily in our systems and process improvement, in our people and in new business opportunities to deliver greater member value. Through new products, services and exclusive benefits, 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.

Behind the scenes, Master Plumbers has worked tirelessly to ensure our members' voices are heard on critical issues and that we work together with policy makers to inform their decisions to map practical and sustainable pathways forward.

While it may not always be apparent, many of the decisions made at a federal level filter down to all state and territory jurisdictions, ultimately affecting the day-to-day operations of nearly every member's business. The bureaucrats and policy makers at the national level strongly shape our industry whether it's changes to the National Construction Code or Australian Standards; policies impacting the workplace, business regulation, taxation, housing, training of apprentices, payment terms; or funding decisions which impact our pipeline of work. They don't always understand the consequences of their changes on our industry and hence the communities we serve, so it is often up to us to make sure they are informed through our engagement and campaigns.

But advocacy cannot work without you, our members. In a grassroots campaign launched since the end of the financial year, Master Plumbers is empowering consumers to make their own decisions about the Victorian Government's forced and hasty transition away from gas, encouraging them to have informed conversations with their trusted plumber about energy choices. The Your Home Your Choice factsheet is designed to assist with the thousands of conversations that plumbers have with homeowners, rental providers, renters, and businesses every day across Victoria.

At a time when change seems to be the only constant, the collective power of Master Plumbers and its members to shape that change should never be underestimated.



## INVESTING IN MEMBERSHIP

### New Member Benefits:

Master Plumbers is committed to providing exceptional value to our members. This year, we introduced a range of new benefits designed to further support your business growth and success whilst evolving existing offerings to better suit your needs.

- **Helping members save money:** We know that the cost of business continues to rise, and we are committed to finding ways to ease the burden for members. This year we launched new benefits with Rusty and TradeR workwear, TradieWraps, Officeworks and Bridgestone to help members save on business expenses. Our suite of member benefits can save members up to \$10,000 per annum in discounts and free inclusions.
- **Helping members keep their businesses and people safe:** Master Plumbers' Work Health and Safety Management System is tailored specifically for plumbers. Including a comprehensive manual, procedures, compulsory updates, a full kit of SWMS, access to our support team and tailored workshops, the system is now available on an annual subscription to make it even easier for members to keep up with their safety needs year-round. The new subscription is heavily discounted for members and host employers.
- **Continuing Professional Development:** Master Plumbers' CPD program is designed to make plumbing CPD easy and accessible for all plumbers. With over 4,000 participants already enrolled, we encourage all members to join and get ahead of the curve, and the rollout of mandatory CPD.
- **New Events:** Master Plumbers hosted almost 30 events in the past year, with a suite of new social, technical and CPD learning opportunities to give members more ways to connect with industry, each other, and the latest news. From Golf Days, a new 4WD member weekend to our new-look Apprentice Awards held at the Melbourne Zoo, almost 1,000 members and

their teams connected with us this year. Keep an eye out next year for more new events as well as your favourites.

- **Mental Health and Business Wellbeing:** We understand the pressures of running a business and the toll it can take. That's why we partnered with Incolink to deliver a webinar series focusing on mental health and business wellbeing, providing members with advice and skills on topics ranging from cyber security, online reputation management, through to handling stress. Master Plumbers also hosted several business focused webinars from snapshots of Industrial Relations (IR) and Workplace Law changes hosted by our IR Expert to advice on contracts and security of payments by our corporate partner Level Playing Field Lawyers.
- **Industrial Relations Support:** Our in-house IR team is dedicated to not only providing the latest advice on the raft of IR changes that came in over the year, but to provide tailored advice for members on IR-related issues. Earlier this year, Master Plumbers also played a pivotal role in the negotiations that led to the creation of the new plumbing EBA, ensuring that the agreement reflects the needs and aspirations of both employers and employees.
- **Tech talk:** Master Plumbers boasts the largest in-house team of technical plumbing experts in the country. Our Tech Team have been working diligently to deliver advice to our members whether it be via phone calls, e-news, the magazine, or our Tech Talk videos that condense critical technical updates onto our social feeds for members. The team also represent our members on several stakeholder and government committees, ensuring our industry's voice is heard. In the year ahead, keep an eye out for a suite of tailored products and solutions to better support members.





- **Off the tools:** In addition to the suite of technical events designed to help our members on the tools, this year we launched a series of events to help those in the administrative and operational sides of the businesses connect. From brunches to hybrid business-support seminars, these events are designed for networking, sharing of ideas, and learning from shared experience.

- **Member Engagement:** We have expanded our communication channels to keep members informed and engaged. Through regular newsletters, webinars, and social media, we have provided valuable updates on industry trends, regulatory changes, and member events.

In the year ahead, you will see a new and improved website and member portal experience, new Master Plumbers products and events. These new benefits, combined with our existing suite of offerings, demonstrate our commitment to supporting our members at every stage of their business journey. We believe that by investing in your success, we are investing in the future of the plumbing industry.

## MANDATORY CONTINUING PROFESSIONAL DEVELOPMENT (CPD)

The Victorian Government's Regulatory Impact Statement (RIS) on mandatory Continuing Professional Development (CPD) for plumbers marks a significant step towards elevating industry standards. Master Plumbers has been at the forefront of advocating for a CPD framework that prioritizes the needs of plumbers and the broader community.

We are actively engaging with government to ensure that the upcoming CPD requirements align with industry realities and drive positive outcomes. Our goal is to shape a CPD scheme that is practical, accessible, and delivers tangible benefits to plumbers.

Master Plumbers is uniquely positioned to be the leading provider of CPD for the plumbing industry. Our extensive experience in delivering high-quality training and education, coupled with our deep understanding of industry needs, makes us the ideal partner for plumbers seeking to meet their CPD obligations.

We continue to invest in our comprehensive CPD program that covers a wide range of topics, including:

- **Technical skills enhancement:** Staying up to date with the latest plumbing technologies and practices.
- **Business management and leadership:** Developing essential skills for running a successful plumbing business.
- **Regulatory compliance:** Ensuring adherence to industry standards and regulations.
- **Safety and health:** Prioritising the wellbeing of plumbers and the public.

By offering a diverse range of CPD learning options, including online courses, hybrid workshops and in person events like Master Plumbers' Technical Meetings and Regional Plumbers' Pub Nights, we are committed to providing flexibility and convenience for our members. Our user-friendly platform makes it easy for plumbers to track their CPD progress and ensure compliance.

As the CPD landscape evolves, Master Plumbers will continue to adapt and innovate to meet the changing needs of our members. With over 4,000 participants already enrolled, we are confident that our CPD program will continue to be a highly valuable asset to the plumbing industry, helping to build a stronger, more resilient, and prepared workforce.

## ENHANCING COMMUNICATIONS THROUGH DIGITAL CONTENT

Recognising the busy schedules of our members and their diverse information consumption habits, our communications team continues to bolster engagement across our digital and social media channels. Beyond our traditional channels, the communications team in conjunction with our in-house technical experts have continued to improve the ways in which Master Plumbers deliver topical and technical information to our members and the wider plumbing industry.

The most popular series has been the technical update videos. These short videos that focus on bite sized updates from things like VBA changes and frequently asked questions from our members, have received large amounts of positive feedback.

These videos have been utilised by members and the greater plumbing community, as evident by the 200 per cent growth in views. This growth is due to the easier to digest information opposed to traditional means, short duration and availability on multiple platforms. Due to the feedback, we will continue to build on these throughout the 2024-25 period and expand them to cover more topics of interest to members.

This year also saw a concerted effort to expand Master Plumbers interactions with members and the wider public through social media channels like Instagram, LinkedIn, and Facebook. While members continue to have access to our in-house experts and more comprehensive technical information, these channels ensure that critical information reaches the broader industry.

We've witnessed impressive growth in our social media followers, consistent website traffic surpassing 140,000 page views, and the dispatch of over 166,000 emails to our members this year. Notably, our email open rate consistently exceeds the industry standard.







Furthermore, almost 100,000 print and digital copies of 'Australian Plumbing' magazine made their way across Australia this year. 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. This year we have introduced new tech and product reviews as well as business advice to support members. Our partnership with the Master Plumbers Association of Tasmania continues to thrive, featuring an increasing number of local stories and industry updates.

## THE GAS TRANSITION

The past year has witnessed a significant acceleration of electrification policies at both state and national levels. These initiatives, while aimed at reducing greenhouse gas emissions and transitioning to a low-carbon economy, have far-reaching implications for the plumbing industry and have been introduced without adequate consultation or consideration of the practical implications for industry, business or the consumer. Master Plumbers has expressed its concerns widely and we have heavily criticised, in the media, both the decisions made and the way they have been rolled out. But there is more work to be done.

Here's what we've seen in the past year:

- **Electrification Roadmap:** In Australia's push to lower its carbon emissions and introduce more sustainable and renewable form of energy generation, the Victorian Government acted hastily and without consultation in a move to start lowering gas usage in Victoria. This included the discontinuation of reticulated gas connections in new residential builds as of 1 January 2024.
- **Discontinuation of Rebates:** Changes to the energy rebate systems to block gas appliances were pushed through shortly

after with the intention to slow the rate in which Victorians were buying and installing gas appliances that would be in use for decades to come.

- **Government Build Regulations:** The Victorian Government's commitment to energy-efficient buildings has led to stricter regulations for gas based plumbing systems. We saw the banning of gas in all government led builds from the 1st of January.
- **Heat Pump Adoption:** As part of the State's decarbonisation strategy, there has been a concerted effort to promote heat pumps as an alternative to gas heating. While this technology can offer significant energy efficiency benefits, heat pumps aren't ideal for all homes, and cost differences often mean longer payback periods than the government claims.

In all the unwarranted haste of these new changes the plumbing industry was rightly left confused on how this would affect them and what this meant for the future of the industry. Much like when COVID first hit, Master Plumbers set up a live Gas Ban information hub to disseminate information as it came to light, answer common questions and basically become a go to for industry. This hub at [plumber.com.au/gas\\_ban](http://plumber.com.au/gas_ban) has become a portal for all media releases, news articles and updates that we have received or published since the start of the gas ban. Master Plumbers continues to work closely with members to help articulate the impact of ongoing announcements through direct contact and special Members-Only feedback forums.

## YOUR HOME YOUR CHOICE

Master Plumbers does not oppose electrification of households and businesses in principle. In the long term, with stable renewable electricity generation and the exit of coal generated power, it makes an important (but not total) contribution to

reducing carbon emissions. Where we have an issue is the government's broken promises for an orderly transition and one done with genuine consultation.

Since the end of the financial year, the Victorian Government introduced legislation to give itself extraordinary powers to ban all gas appliances in existing homes, including gas cooktops, potentially stripping away the rights of homeowners, renters, and rental providers.

Electric options can be the right option for some households... *but not for all.*

Master Plumbers believes that consumers' right to choose matters, despite the Victorian Government's plan to take it away. In response, we have launched a new campaign empowering consumers to make their own decisions about the Victorian Government's forced transition away from gas, armed with information in a factsheet that spells out all the facts, not just what the Government wants people to hear. And you, our members have a critical role to play.

The new *Your Home Your Choice* factsheet encourages consumers to have informed conversations with their trusted plumber about their energy choices. It highlights six important questions consumers should ask about the true costs involved when deciding whether switching from gas to electric is right for their home.

Master Plumbers' factsheet will assist the thousands of conversations every day across Victoria that plumbers have with homeowners, rental providers, renters, and businesses. It is being distributed to both member and non-member plumbing businesses in Victoria to start the conversation with their customers. 200,000 brochures have been produced so far and are available at:

<http://plumber.com.au/yourhomeyourchoice>







Industry Priorities shines a light on the key issues facing our industry, challenges current approaches and identifies workable solutions in three critical areas:

- Championing consistent, evidence-based regulation;
- Securing the sustainability and integrity of the plumbing industry; and
- Future proofing our skilled workforce

We convened a delegation of MPANZ leaders at Parliament House Canberra for a series of meetings with Australian Government and Opposition Ministers and with senior public servants. There is no doubt that plumbing is receiving greater recognition on the national stage as a result and through concerted and regular advocacy like this we ensure that decision makers understand that plumbing has separate and different issues and needs to the broader building and construction industry as a licenced trade profession. This document was very well received as is just one of the many ways Master Plumbers represents the interests of its members at a national level.

## PROTECTING THE HEALTH AND SAFETY OF PLUMBERS.

### Master Plumbers' Safety System

This year Master Plumbers launched an innovative and higher value subscription model for our Work Health Safety Management System (WHSMS), [www.plumbingsafetysystems.com.au](http://www.plumbingsafetysystems.com.au). Designed specifically for the plumbing industry and supported by our in-house experts, our WHSMS provides a complete safety framework of policies, procedures and supporting documents to assist members to meet their OHS/WHS obligations and ensure a safe workplace.

The WHSMS is available nationally and is tailored to state specific requirements, The WHSMS also includes an onsite assessment, office audit, a Safe Work Method Statement (SWMS) package and OHS workshops, at a

significantly discounted price for our members and host employers of Master Plumbers in Victoria.

We have seen a strong uptake of the safety system over the past 12 months and continue to continually enhance our WHS offering in the year to come.

Master Plumbers' Workplace Health and Safety (WHS) team has remained steadfast in its commitment to improving safety standards across the plumbing industry. At a Victorian level, we continued to actively participate in key industry committees, including the WorkSafe Foundations for Safety Committee and the WorkSafe Health and Safety Stakeholder Reference Group. Our involvement in these forums has been instrumental in shaping policies and regulations that promote safer workplaces for our members.

In addition to our local efforts, we have also played a significant role at a national level. Our team has been actively contributing to national safety committees, providing valuable insights on emerging safety concerns such as silica exposure in engineered stone and construction.

To enhance our outreach and education efforts, we have:

- **Collaborated with NECA:** Partnered with NECA to create safety-focused media content.
- **Delivered WHS Training:** Conducted WHS classes for members who have signed up for our Safety System.
- **Launched a WHS EDM:** Introduced a dedicated email newsletter to disseminate important safety information and updates.

Through these initiatives, Master Plumbers has demonstrated its unwavering commitment to promoting workplace safety and fostering a culture of health and well-being within the plumbing industry.

## INDUSTRIAL RELATIONS

Over the past year, there has been a huge change in the area of employment law with significant new legislation and changes to existing rules. Our in-house industrial relations expert 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 industrial relations landscape:

- Master Plumbers and the Plumbers Union concluded the negotiations for a new Enterprise Agreement in February 2024.
- This year also saw changes made to the Fair Work Act 2009 (FW Act) made by the Fair Work Legislation Amendment (Closing Loopholes) Act 2023 and the Fair Work Legislation Amendment (Closing Loopholes No. 2) Act 2023.
- Under the changes, a person is a casual employee if they accept an offer for a job from an employer knowing that there is no firm advance commitment to ongoing work with an agreed pattern of work.
- The changes made to the FW Act require the Court to apply the multi factorial test when considering whether a person is described as an employee or as an independent contractor.
- The FW Act was varied to include provisions that dealt with Workplace Delegates Rights. The Fair Work Commission has varied all awards to include a Workplace Delegates Rights clause. This clause commenced operation on 1 July 2024.

- From 1 January 2024, the NES (National Employment Standards) has included 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). This change commenced on 1 January 2024.
- The variations to the FW Act introduced a new criminal offence for wage theft, which would apply to intentional conduct. The variations to the FW Act limit the presumption of innocence by imposing absolute liability for certain offence elements. The application of absolute liability limits the presumption of innocence to the extent that it allows for the imposition of criminal liability without requiring the prosecution to prove fault in the defendant. These changes will commence on 1 January 2025



## MASTER PLUMBERS GROUP TRAINING

Master Plumbers Group Training employs around 170 plumbing apprentices in Victoria and Queensland, making us one of the largest employers of plumbing apprentices in Australia. Wherever possible our apprentices in Victoria and Queensland attend PICAC campus to benefit from the quality education delivered by our RTOs also.

With a history of more than 40 years delivering group training for the industry we have made a major contribution to developing the workforce of today and tomorrow.

Plumbing Apprenticeships Victoria (PAV) currently employs over 100 plumbing apprentices across various sectors within the industry. During the last financial year, PAV employed and inducted 35 new apprentices and had 24 successfully complete their apprenticeships and pass their Journeyman's exam. Additionally, PAV welcomed 21 new host employers who have committed to training our apprentices.

This year also presented PAV with both challenges and opportunities, resulting in rewarding outcomes for the organisation and its apprentices. Compared to previous years, a greater number of apprentices secured long-term placements with host employers who will support them throughout their whole apprenticeship.

PAV made a concerted effort to transition all apprentices to the new plumbing qualification, minimising downtime. This approach allowed apprentices to spend more time honing their skills under the guidance of their host employers, while also reducing disruptions for those employers. As a result, many apprentices completed their training ahead of schedule, as the certification date from the Registered Training Organisation (RTO) signified the formal conclusion of their apprenticeship under the Australian qualification framework.

While PAV experienced only a slight increase in apprentice numbers since January, we successfully placed all existing apprentices, ensuring ongoing employment despite a general downturn in plumbing work across the industry. This achievement reflects PAV's dedication to maintaining apprenticeship opportunities and supporting the future development of the plumbing workforce.

Plumbing Apprentices Queensland (PAQ) employs 65 apprentices across Plumbing (General), Roof Plumbing and the Refrigeration / Airconditioning sectors of the industry. PAQ successfully completed five apprentices during the year, all continuing to remain in the industry and employed with their former hosts.

PAQ engaged 10 new host employers during the year. Demand from hosts has remained constant throughout the year, ensuring apprentices remain fully engaged in work. PAQ has faced several challenges during the year, in particular the shortage of qualified labour has limited placement opportunities for apprentices due to supervision requirements, the demand for skilled labour has tested PAQ's ability retain apprentices through to completion and the introduction of the new training package has required apprentices to undertake additional formal training to address the gap between packages reducing our billable hours.

In 2023, we instigated the PAQ Apprentice Awards in what will become our annual recognition of high performing apprentices. Awards were bestowed upon four apprentices; each received a tool gift voucher and certificate of recognition.

PAQ remains committed to ensuring our apprentices are provided with the latest safety and industry training. Training subsidised using Construction Skill Queensland (CSQ) funding enabled PAQ to provide apprentices with more than 400 hours of additional training beyond their formal training requirements. This commitment to training

and development has been very well received by our host employers and apprentices.

PAQ has made a concerted effort to raise our profile within the Queensland market to both prospective hosts and job applicants through our social media activities. Our regular postings have resulted in increased levels of enquiries about our services. In raising our profile PAQ attended more than 15 Career/Job Expos throughout the year.

PAQ's senior field officer, Wayne Smith having joined PAQ in its inception in 2020 retired in June 2024. With more than 20 years' experience working in the construction industry his mentoring, industry knowledge and experience will be greatly missed by the PAQ team, and we wish Wayne well in his retirement.

### Promoting a Culture of safety

Master Plumbers is proud of the progress made by Plumbing Apprenticeships Victoria (PAV) and Queensland (PAQ) in enhancing safety and compliance standards. Our emphasis on continuous training, information sharing, and enforcement has led to a reduction in workplace injuries. The OHS team visited over 40 host employers assisting them with their OHS systems and ensuring that they meet the relevant legislation.

We are committed to ensuring that all apprentices and professionals work in environments that exceed regulatory standards, embedding safety into every task. We continue to establish high safety benchmarks, fostering a safer plumbing industry for everyone.

## SOLAR VICTORIA'S - SOLAR APPRENTICESHIPS FOR WOMEN PROGRAM

Solar Victoria's Solar Apprenticeships for Women program, in collaboration with Master Plumbers' PAV addresses both the shortage of skilled workers in the solar industry and the underrepresentation of women in trades.

As consumers increasingly switch to solar hot water and heat pump systems to cut costs and reduce greenhouse gas emissions, the plumbing industry is poised to play a significant role in this transition over the coming years. This initiative is part of Solar Victoria's \$11 million investment in a training and workforce development package aimed at expanding the State's clean energy workforce.

Building on the success of our Women in Plumbing program, which effectively broke down barriers for women in the industry, this new two-year program is attracting more women into the solar sector, as well as into heating, ventilation, air conditioning, and cooling (HVAC) fields. The goal is to significantly increase female representation in the clean energy sector.

The program has successfully introduced eight new female apprentices into the industry over a two-year period. Host employers benefit from a 50 per cent rebate on the standard hourly charge rate, and the program has generated strong interest and positive outcomes from participating companies to date.





## TRAINING

### Transition and Growth

Master Plumbers works in partnership with the Plumbing Industry Climate Action Centre (PICAC) and CEPUTEC to deliver world-class plumbing training to apprentices and qualified plumbers. With campuses in Brunswick, Narre Warren and Geelong Master Plumbers' ever-expanding training footprint continued to provide Victorian plumbing businesses with some of the best apprentices in the country. Further, PICAC campuses in Queensland and New South Wales expanded delivery of plumbing qualifications across the east coast ensuring that the highly successful industry collaboration model now sets the training quality standard for much of Australia.

Master Plumbers delivery in Victoria experienced a significant year of transformation, marked by the successful transition of the Certificate III in Plumbing training qualification. This transition necessitated a comprehensive update of all training and assessment resources for all PICAC RTOs, as well as the implementation of a new delivery structure. During these changes, we maintained a high level of service and quality across training programs throughout the transitional period.

### Increased Capacity and Delivery

Master Plumbers expanded its capacity to meet the growing demand for plumbing training in Victoria, delivering over 187,000 hours of training to more than 450 apprentices across its Narre Warren and Brunswick campuses. To support this increased workload, we hired three additional full-time instructors, bringing the total teaching staff to 18.

### Strong Apprentice Outcomes

Our commitment to quality training was evident in the exceptional results achieved by its apprentices in the Victorian Building Authority Apprentice Registration Exam. Seven groups of apprentices successfully

completed the exam, demonstrating the effectiveness of our curriculum and teaching methods.

### Robust Post-Trade Training

We continued to offer a wide range of post-trade training programs, catering to the needs of over 1,500 plumbers. These programs included essential topics such as Type A appliance servicing, commissioning, and maintaining backflow prevention devices, and commissioning and maintaining hot and heated water temperature control valves.

### Partnerships and Innovation

We forged further valuable training partnerships with industry stakeholders such as Solar Victoria to deliver innovative training programs. PICAC and Master Plumbers designed and deliver the "Upskilling Plumbers" program, aimed at increased awareness of solar hot water and heat pump systems, was a notable example of our commitment to staying at the forefront of industry trends.

### Financial Benefits for Members

Members who participated in post-trade training programs realized significant financial savings through member discounts, totalling \$125,000.

### Future Expansion

Looking ahead, Master Plumbers will further expand its post-trade training offerings to include licensed level units in sanitary, drainage, effluent disposal, and stormwater. This will complement existing programs and provide plumbers with the advanced skills required to meet the evolving demands of the industry.

The challenge we face though is substantial. The Victorian Government places caps on the number of apprentices that can enrol in not-for-profit RTOs like Master Plumbers and have steadily reduced the number of commencements allowed to around a quarter of only a few years ago because of budget



constraints and lack of funds. The public TAFE system does not have these caps but also does not have the capacity in many cases to take new students within a reasonable timeframe. Victorian plumbing therefore finds itself in a situation where, despite a housing crisis and workforce shortage in plumbing, Master Plumbers can take more students but is prevented by the Victorian Government from doing so, while TAFE is allowed to but cannot. And, ironically, it costs the taxpayer less to train a plumbing apprentice at Master Plumbers than TAFE. This is an issue which Master Plumbers continues to advocate for change with both the Victorian and Federal Governments.

## GIVING BACK: COMMUNITY ENGAGEMENT AND PARTNERSHIPS

Master Plumbers is committed to making a positive impact on the community. We believe in giving back and supporting those in need. This year, we have focused on building strong partnerships with community groups and charities to address critical issues.

Our collaboration with our new charity partner This Is A Conversation Starter, TIACS, has been instrumental in raising funds as well as awareness for their continued mental health support for Tradies across Australia. Through this partnership, we have been able to raise \$10,000 through this year's Master Plumbers' Golf Day.

## CONNECTING COMMUNITY TO BUILDERS PROGRAM: FLOOD RELIEF

During the 2023–24 period Master Plumbers teamed up with the Victorian Government to provide people impacted by the October 2022 Victorian floods with access to qualified plumbers under the Connecting Community to Builders Program.

Finding qualified tradespeople to deliver repairs and building works has proven to be a challenge for regional communities. With more than 1700 homes destroyed and thousands more damaged across 64 Local Government Areas following the storm and floods, the Connecting Community to Builders Program links people with available local plumbers, builders, and other tradespeople to speed up the rebuilding process.

With many flood-impacted people living in temporary accommodation, this partnership between Master Plumbers and the Victorian Government will ensure our trusted members have direct access to Victorians in need, helping the industry to fast-track recovery in our communities.

Along with connecting local people with local members, Master Plumbers also assisted with the development of training information for case workers and homeowners on the rebuild process and the importance of ensuring they have suitably qualified trades. We also attended many community outreach and information sessions to assist local communities.

We are proud of our commitment to giving back and believe that our involvement in the community strengthens our position as a leading industry association. We look forward to expanding our community engagement efforts in the coming year, including supporting programs to support vulnerable consumers in our communities.

## WYLIE SCHOLARSHIP

When plumber William Henry Wylie wrote his Last Will and Testament he had in mind as a beneficiary the very industry from which he had derived his living.

A bequest “for the furtherment of knowledge and advancement of technologies in plumbing” was a legacy in 1974 that started a tradition and has today seen the development of the Wylie Trust under the patronage of the Master Plumbers and Mechanical Services Association of Australia.

The funds of the Trust are used to grant scholarships to individuals so that they may further their knowledge in order to advance and significantly improve the field of plumbing practices from a sustainable, environmental, resource, health and safety or management perspective.

Selected by the Trustees of the Wylie Trust who are appointed each by members at the Annual General Meeting, the recipient of the 2024 Scholarship was David McCarthy of McCarthy Plumbing Group.

David undertook a comprehensive tour of the United Kingdom with the primary objectives to deepen our understanding of modern plumbing practices, vocational training, sustainable energy solutions, and gender equality initiatives within the plumbing industry. A comprehensive report of these learnings has been prepared and will be shared with members and key stakeholders over the coming year.

## OPPORTUNITIES AHEAD

This year is going to keep us on our toes. With a Federal election looming in early 2025, there will be growing opportunity to ensure our members' views are heard on issues such as the skills shortage, apprentice incentives and the energy transition. At the state level, we anticipate movement on several key

announcements ranging from the VBA Fees Reset, to a review of the Ministerial Order and introduction of mandatory CPD.

In the year ahead, you will see an uplift in CPD learning opportunities available to members and their employees across multiple streams from technical plumbing to business basics. Master Plumbers' CPD program is designed to make CPD easy, and we are committed to working with you, our members to make sure you feel as supported as possible through this transition into a mandatory program.

Members will also find a suite of new benefits designed to support their business administrators with a suite of new events, learning and networking opportunities. A new Master Plumbers online store and member portal will make it easier for members to access the resources they need as well as purchase new and exciting Master Plumbers products, designed purely with them in mind. For members who want a more personalised service, you will have the opportunity to book site visits and toolbox talks as our teams make their way out to your businesses more often. And for those who just want a chat, we will have plenty of options to connect with us online.

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.

Members will have more opportunity to get involved and to make a difference through grassroots advocacy campaigns, community support programs and Association forums and committees.

## MEMBER EQUITY

In this annual report, you will find a comprehensive overview of our financial 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 in what has been an incredibly difficult year for business.

Master Plumbers is very conscious of the environment we are operating in and the threats that face our industry and our members. However, we have stood by members for over 130 years and are prepared to take advantage of the opportunities ahead.

The 2023–2024 financial year saw a continued commitment to invest in increased member services, systems improvements, and new business opportunities to ensure the association is prepared for the future. As many members will attest, the operating environment over the past 12 months has been tight and the association has also had to contend with the very significant transition to the new plumbing training package for our RTO and group training operations. The combination of these eroded the small margins we make on training operations, as a substantial number of our fourth-year apprentices were signed out early and left our employ earlier than expected.

After delivering substantial surpluses for more than a decade, our operational result for the 2023–2024 year was an overall loss of \$77 thousand on a turnover of just over \$19 million. Accordingly, member equity for the year decreased slightly to \$19.5 million from \$19.6 million the prior year. Master Plumbers is aware that any financial loss is not ideal. While the year was an abnormal result, our underlying business operations continue to be sound and growing and we expect increased revenue streams over coming years and a quick return to ongoing surpluses.

Thank you to our members for the passionate

contribution you continue to make to the industry and our Association. In a year where our collective voice has been so crucial around decision making tables, we thank you for your support and acknowledge that without you, we are powerless.

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 Association and our industry. To our esteemed colleagues who volunteer on our Executive Board and National Council, we thank you for your custodianship of the Association on behalf of its members.

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



A handwritten signature in black ink, appearing to read 'Norm Anderson'.

**NORM ANDERSON** PRESIDENT



A handwritten signature in black ink, appearing to read 'Peter Daly'.

**PETER DALY** CHIEF EXECUTIVE



## THANK YOU TO ALL OF OUR MEMBERS FOR YOUR ONGOING SUPPORT AND CONGRATULATIONS TO THOSE HIGHLIGHTED BELOW WHO CELEBRATE A MEMBERSHIP MILESTONE THIS YEAR.

A & C PLUMBING PTY LTD • A BETTA PLUMBING SERVICE PTY LTD • A FAVALORO PLUMBING PTY LTD • A PITSON ENTERPRISES PTY LTD • AAA PREMIER ROOFING • AAD WALKER PLUMBING & MAINTENANCE • AARON PEARCE – PLUMBER • AB PLUMBING & ROOFING SERVICES • ABEY AUSTRALIA • AC ALLEN & BT ALLEN • AC GOULDING • ACCURATE PLUMBING VIC • ACP PLUMBING SOLUTIONS PTY LTD • ACR ROOFING PTY LTD • ACTUAL PLUMBING SOLUTIONS • AD HAWLEY • ADAM AITKEN PLUMBING • ADAM CREAN PLUMBING PTY LTD • ADAMS PLUMBING SERVICES PTY LTD • **ADAPT AIRCONDITIONING – 25 YEAR MEMBER** • ADES DINGLEY PLUMBING PTY LTD • ADES DINGLEY VILLAGE PLUMBING P/L • ADH PLUMBING CONTRACTORS • ADVANTAGE PLUMBING PTY LTD • AFL PLUMBING • AGK PLUMBING • AHP PLUMBING • AIPS (VIC) PTY LTD • AIR FOUR AIR CONDITIONING AND MECHANICAL SERVICES • AIR SYSTEMS ENGINEERING PTY LTD • AIRFOUR AIRCONDITIONING & CONTRACTING SERVICES • AJ BACHELOR & SON PTY LTD • AJM PLUMBING • ALABASTER PLUMBING PTY LTD • ALAN RAPSEY • ALCHEMY PLUMBING • ALL PIPE PLUMBING SERVICES PTY LTD • **ALL SCALE PLUMBING & DRAINAGE PTY LTD – 20 YEAR MEMBER** • ALL SERVICES PLUMBING PTY LTD • ALL SYSTEMS VENTILATION PTY LTD • ALLABOUT PLUMBING PTY LTD • ALLCARE PLUMBING SERVICES PTY LTD • ALLPROOF INDUSTRIES PTY LTD • ALWAYS AIRCONDITIONING & PLUMBING • ALMIC PLUMBING & DRAINAGE PTY LTD • ALPHA AIR PTY LTD • ALPHA DRAINAGE, PLUMBING & EXCAVATION PTY LTD • ALTEK SERVICES • AMACK PETROLEUM AND PLUMBING SERVICES • AMPRO PLUMBING • ANB PLUMBING • ANDREW J ROBERTSON PLUMBING PTY LTD • ANDREWARTHA PLUMBING CONTRACTORS • ANGUS EELES PLUMBING • ANSTEE PLUMBING • APEX PLUMBING PTY LTD • APF HOT WATER • APOLLO BAY GAS & ELECTRICAL • APPLIANCE DOCTOR MELBOURNE • APPLIED PLUMBING SOLUTIONS (VIC) PTY LTD • AQ PLUMBING • AQUA BLU PLUMBING PTY LTD • AQUA DOMAIN MELBOURNE • AQUAHEAT • AQUAHEAT HYDRONIC • AQUATAP PLUMBING PTY LTD • AQUATIC MECHANICS • ARG SERVICES (VIC) PTY LTD • ARK PLUMBING GROUP • AROFLO • AROUND THE CLOCK PLUMBING PTY LTD • AROUND TOWN PLUMBING • **ARTHUR ROBINSON PLUMBING – 55 YEAR MEMBER** • ASAP PLUMBING PTY LTD • ASHBURTON PLUMBING PTY LTD • ASK PLUMBING • ASTROID PLUMBING • ATHERTON • ATLANTIC PLUMBING PTY LTD • AUSCOOL AIRCONDITIONING & MECHANICAL SERVICES PTY LTD • AUSPLUMB • AUSTRALIAN CHILLERS & HVAC SOLUTIONS • AUSTRALIAN GAS NETWORKS • AUSTRALIAN HOT TAPS • AUSTRALIAN PRESTIGE PLUMBING • AUSTWORLD • AXT PLUMBING PTY LTD • AYRES PLUMBING PTY LTD • B & W PLUMBING PTY LTD • B.R. WHYTE & SON PTY LTD • BACCHUS MARSH PLUMBING SERVICE • BACE PLUMBING • BACKFLOW PREVENT • BAILEY BROS PLUMBING PTY LTD • BAIRD PLUMBING SERVICES PTY LTD • BALLARAT ESSENTIAL PLUMBING • BALLARAT HOT WATER AND PLUMBING PTY LTD • **BANBOY – 40 YEAR MEMBER** • **BANJO NOMINEES PTY LTD – 50 YEAR MEMBER** • BANYULE PLUMBING & DRAINAGE • BARBER PLUMBING • **BARDEN-STEELDECK INDUSTRIES PTY LTD – 50 YEAR MEMBER** • BARNES PLUMBING • BARREL PLUMBING • BARRY PLUMBING & GASFITTING • BARWON WATER • BATHROOM SUPERSTORE • BATTISTA PLUMBING & GASFITTING PTY LTD • BAW BAW PLUMBING • BAY PLUMBING & DRAINAGE • BAY REGION PLUMBING PTY LTD • BAY VIEW PLUMBING • BAYSIDE PLUMBING (VIC) PTY LTD • BAYSWATER ROOFING • BAYTECH PLUMBING • BAYWEST PLUMBING PTY LTD • BE SAFE PLUMBING & ROOFING PTY LTD • BEACHSIDE PLUMBING SERVICES • **BEATONS PLUMBING – 60 YEAR MEMBER** • BEAUTONE PLUMBING & HEATING PTY LTD • BELLARINE PENINSULA PLUMBERS PTY LTD • BELTA PLUMBING • BEN DIXON PLUMBING • BENDIGO PLUMBING AND GAS • BETTA PLUMBING PTY LTD • BICKFORD PLUMBING PTY LTD • BISKON PLUMBING PTY LTD • BJ PLUMBING TRARALGON PTY LTD • BJ'S PLUMBING & HOME MAINTENANCE • BLACK SHEEP PLUMBING VIC • BLAIN-AIR HEATING & AIRCONDITIONING PTY LTD • BLAZE CONTROL VIC PTY LTD • BLENDED PLUMBING PTY LTD • BLOGG BROS PLUMBING PTY LTD • BLUE PLUMBING • BLUEY'S PLUMBING & GASFITTING • BLUSKI PLUMBING • BM PLUMBING GIPPSLAND • BO CHRISTOPHER PLUMBING • BONNICI PLUMBING • BORGYS' PLUMBING & SPLITS • BOSSE PLUMBING & ROOFING PRO PTY LTD • BOYLE & GRIGG AIRCONDITIONING PTY LTD • BRAD MASTERS PLUMBING • BRAD'S PLUMBING & GASFITTING PTY LTD • BRADMAC HEATING AND COOLING • BRADROD BUILDING SERVICES • BRANDY CREEK PLUMBING PTY LTD • BRAVO PLUMBERS • BRENEX PLUMBING & GASFITTING • BRIAR HILL PLUMBING SERVICES • BRIDGESTONE AUSTRALIA LIMITED • BROWNS PLUMBING CORRYONG • BRUDENELL PLUMBING • BT PLUMBING PTY LTD • BULLSEYE PLUMBING PTY LTD • BURBAN PLUMBING AND GAS PTY LTD • BURELLI ROOFING • BURKE HOLDING COMPANY PLUMBING CONTRACTORS • BURSTON PLANT HIRE • BURSTONS PLUMBING & GASFITTING • BURY, RYAN JOHN • BUTLER PLUMBING • C SIDE PLUMBING PTY LTD • C&L CLANCY INDUSTRIAL ROOFING • CAIN PLUMBING AND EXCAVATIONS • CAMBRIDGE PLUMBING PTY LTD • **CAMBRO BOILERS PTY LTD – 50 YEAR MEMBER** • CAMERON HEATH PLUMBING • CAMPEYN GROUP • CAMR PLUMBING PTY LTD • CANNY PLUMBING PTY LTD • CAPITAL PLUMBING & SERVICES • CAROMA • CBH ROOFING • CBS PLUMBING • CBUS • CC GLOBAL PLUMBING PTY LTD • CC PLUMBING AND MAINTENANCE SERVICES PTY LTD • CD ROOFING ONLINE • CGC PLUMBING SERVICES PTY LTD • **CHADDAK PLUMBING & DRAINAGE – 50 YEAR MEMBER** • CHALCOT HEATING & AIRCONDITIONING PTY LTD • CHAPMAN GROUP PTY LTD • CHAPMAN PLUMBING • CHAPMAN PLUMBING & GAS • CHEAP N RELIABLE PLUMBING • CHENERY PLUMBING • CHISHOLM INSTITUTE OF TAFE • CHRISTOPHER & PIDGON PLUMBING & DRAINAGE • CHUDLEIGH PLUMBING • CITY EDGE PLUMBING • CJC PLUMBING • **CLAREMONT PLUMBING – 50 YEAR MEMBER** • CLEARLY PLUMBING • CLEM TECH PTY LTD • **CLEVELAND PLUMBING PTY LTD – 35 YEAR MEMBER** • **CLOSE COMMERCIAL SERVICES PTY LTD – 25 YEAR MEMBER** • CLUB HOME RESPONSE PTY LTD • CMC PLUMBING & GAS FITTING PTY LTD • CODEX PLUMBING (AUST) PTY LTD • COLBYCOOL • COLCLAN PTY LTD • COLD BEAR AIR CONDITIONING • COLLECTIVE PLUMBING • COLLINS MECHANICAL PTY LTD • COMBINED PLUMBING VICTORIA • COMMERCIAL & GENERAL COLLECTIONS PTY LTD • COMMERCIAL HOT WATER & MAINTENANCE PTY LTD • COMPLETE MAINTENANCE SOLUTIONS PTY LTD • COMPLETE PLUMBING CONTRACTING PTY LTD • CONNECT PLUMBING & MAINTENANCE PTY LTD • CONSIDERATE PLUMBING AND ROOFING SERVICES • CONSOLIDATED FIRE & STEAM • CONTE MECHANICAL & ELECTRICAL SERVICES PTY LTD • COOKE & DOWSETT PTY LTD • SCOTT DOWSETT • COPPER FOX PLUMBING & GAS • CORMACK PLUMBING SERVICES PTY LTD • COULTER'S PLUMBING SERVICES • COUPER AIR PTY LTD • COUTA GROUP PTY LTD • CPR PLUMBING SOLUTIONS PTY LTD • CQ PLUMBING CIVIL PTY LTD • CR & DM MITCHELL PLUMBING • CRAIG MCKAY PLUMBING SERVICE PTY LTD • CRAPPER PLUMBING PTY LTD • CRAWFORD PLUMBING & AIR-CONDITIONING • **CREATIVE PLUMBING PTY LTD – 35 YEAR MEMBER** • CREWITHER PLUMBING BUILDING MAINTENANCE • CRI-TECH PLUMBING SERVICES • CTR PLUMBING • CUFF BUILDING & PLUMBING • CURAFL0 PLUMBING • CW LEE AIRCONDITIONING PTY LTD • D & C NOTARO PLUMBING PTY LTD • D & D PLUMBING & DRAINAGE PTY LTD • D&C PLUMBING SERVICES • D&E AIR CONDITIONING PTY LTD • **DA BERETTA PTY LTD – 60 YEAR MEMBER** • DAFONTE PLUMBING • DALE AIR • DALLEY PLUMBING SOLUTIONS • DAN ANTHONY PLUMBING • DANDY AIR SUPPLIES PTY LTD • DAREBIN GAS • DARREN GOUDIE PLUMBING & GASFITTING • DAUNT PLUMBING • DAVE'S H2O PLUMBING SOLUTIONS • DAVID ANDERSON PLUMBING & GASFITTING PTY LTD • DAVIDE GOTTARDELLO PLUMBING • DAVISON ROOFING • DB & RP WHITE • DDR GROUP PTY LTD • DEAS PLUMBING PTY LTD • DECO MECHANICAL SERVICES PTY LTD • DESIGNER PERGOLAS & CARPORTS PTY LTD • DG GROUP • DG PLUMBERS & CO • DICKSON PLUMBING SERVICES PTY LTD • DIRECT FLOW PLUMBING • DIVERSAPLUMB PTY LTD • DJ MURPHY PLUMBING SERVICES • DJS MELBOURNE PLUMBING SOLUTIONS • **DO IT RIGHT PLUMBING PTY LTD – 20 YEAR MEMBER** • DOBSON PLUMBING PTY LTD • DOHERTY PLUMBING SOLUTIONS • DON URQUHART • DONCASTER PLUMBING SERVICE • DONE RIGHT PLUMBING AND GAS FITTING • **DOUGLAS & CO – 35 YEAR MEMBER** • DOWNTOWN AIR CONDITIONING PTY LTD • DPB PLUMBING PTY LTD • DPM PRECISION ROOF PLUMBING PTY LTD • DR & G CHUGG • DR & RL MURRAY PTY LTD • DRAINPRO • DUMESNY & DIWELL PTY LTD • DUNKLEY PLUMBING PTY LTD • DUNSTONE BROS PLUMBING & ROOFING PTY LTD • DUTTON PLUMBING & DRAINAGE • DW PLUMBING PTY LTD • DYNAMIC DRAINS & PLUMBING • E & C PLUMBERS & DRAINAGE PTY LTD • EAST & HILLS PLUMBING • EASTERN PLUMBING SERVICES PTY LTD • EASTERN PLUMBING WORKS PTY LTD • EASTMONT PLUMBING PTY LTD • EASTSIDE ROOFING PTY LTD • ECODRAIN PLUMBING SERVICES • ECOPLUMB CONTRACTING SERVICES • ECOSMART PLUMBING & DRAINAGE PTY LTD • EELES PLUMBING • EGBERTS PLUMBING SERVICE • ELEVATED EARTHWORKS • ELEVATED PLUMBING PTY LTD • ELITE CUSTOM PLUMBING • ELITE FLOW PLUMBING • ELITE GAS & PLUMBING PTY LTD • ELITE LEVEL METAL ROOFING PTY LTD • ELLESS PLUMBING & CONSTRUCTION PTY LTD • **ELLIS & ST CLAIR PLUMBING PTY LTD – 50 YEAR MEMBER** • ELLIS AIR CONDITIONING PTY LTD • ELLIS PLUMBERS PTY LTD • ELSON AUSTRALASIA PTY LTD • EMERGENCY RESPONSE PLUMBING • EMERSON + RIGID + RIDGE TOOL AUSTRALIA PTY LTD • ENKAY PLUMBING • ENVISION AIR SOLUTIONS • EQUALITY PLUMBING • EVANS PLUMBING • EXCEPTIONAL PLUMBING & DRAINAGE • EXCHANGE PLUMBING • EXPRESS HVAC PTY LTD • **F WOOD & SON PTY LTD – 50 YEAR MEMBER** • FARRELL PLUMBING (VIC) PTY LTD • FERGUS SOFTWARE • FERRARO PLUMBING SOLUTIONS PTY LTD • FIELDING PLUMBING • FINCHETTS • FINLAY PLUMBING • FIRESAFE SPRINKLER SYSTEMS PTY LTD • FIRST CHOICE HEATING AND COOLING • FJB ENTERPRISES PTY LTD • FLAMING FROZEN • FLAVELL PLUMBING (NT) PTY LTD • FLEET CARD • FLETCHER PLUMBING & CO PTY LTD • **FLEXIPLUMB – 25 YEAR MEMBER** • FLOOD PLUMBING & GAS • FLOW PLUMBING & MAINTENANCE • FLOW WERX GROUP • FLOW-RITE PLUMBING SERVICES PTY LTD • FLOWSAFE PLUMBING • FLUID FORCE PLUMBING & DRAINAGE PTY LTD • FORZA PLUMBING • FOSTER HEATING COMMERCIAL PTY LTD • FOSTER PLUMBING BENDIGO • FRANK PLUMBING & CIVIL • FRANKLIN PLUMBING • FRANKLY PLUMBING PTY LTD • FRASER & MOUNTAIN PTY LTD • FRAZER AIR • FRED MADDOX • FREE FLOW PLUMBING SOLUTIONS • FRINGE MECHANICAL SERVICES PTY LTD • FRITHS PLUMBING AND CIVIL CONSTRUCTION PTY LTD • FUTURE FLOW PLUMBING • G & S EVERETT PLUMBING • G BRAND & SON PTY LTD • G&C THREFFALL PLUMBING • G&S PLUMBING AND PROPERTY MAINTENANCE • G4 PLUMBING & DRAINAGE PTY LTD • GARRY THE PLUMBER PTY LTD • GARRY TRAFFORD HEATING & AIRCONDITIONING PTY LTD • GAS BOYS • GAS LOGIX & PLUMBING • GASCHILL PTY LTD • GASLEC SAFETY PTY LTD • GAVIN DOYLE PLUMBING • GBH PLUMBING PTY LTD • GCD PLUMBING PTY LTD • GEDYE PLUMBING PTY LTD • GEELONG ENVIRO PLUMBING PTY LTD • GEELONG PLUMBING CO • GEELONG REAL ESTATE PLUMBING PTY LTD • GEELONG ROOFING PTY LTD • GEN 3 PLUMBING AND DRAINAGE • GEN X PLUMBING & MAINTENANCE • GEORGE WILSON • GESCHKE PTY LTD • GEOFF MARONEY • GILLMAN PLUMBING & BUILDING MAINTENANCE • **GISBORNE PLUMBING (VIC) PTY LTD – 20 YEAR MEMBER** • **GJ BRADDDING HEATING & COOLING – 25 YEAR MEMBER** • GKR PLUMBING & GASFITTING • GLADSTONE PARK PLUMBING GROUP • GLOBALWIDE PLUMBING PTY LTD • GMJ PLUMBING SERVICES P/L • GMP PLUMBING • GOLLANT PLUMBING PTY LTD • GOOD MAINTENANCE PLUMBING • GOODDROP PLUMBING • GOODMAN PLUMBING • GLUMB • GRAEFE PLUMBING • GRAF AUSTRALIA PTY LTD • GRAMPJANS GAS & PLUMBING • GRAMPJANS HEALTH • GRANTS PLUMBING AND DRAINAGE SOLUTIONS PTY LTD • GREATER WESTERN WATER • GRECH PLUMBING AND GASFITTING • GREENEDGE PLUMBING • GREENSTAR PLUMBING • GREG GEORGE PLUMBING & GASFITTING • GREG HICKS PLUMBING • GRID CIVIL • GRIEPINK AND WARD AIR CONDITIONING • GRIT PLUMBING • GUARDIAN PLUMBING & GAS SERVICES PTY LTD • GV PLUMBING • H & R PLUMBING PTY LTD • **H&E SCHMIDTKE PTY LTD – 35 YEAR MEMBER** • H2O PLUMBING SERVICES PTY/LTD • HAITCH CONSTRUCTION PTY LTD • HALGAN PTY LTD • HAMES REID PLUMBING PTY LTD • HARLEY PLUMBING • HARRIS & THORN PLUMBING & GASFITTING PTY LTD • HARVEY NORMAN COMMERCIAL PROJECT DIVISION • HAZARDCO AUSTRALIA PTY LTD • HCP SERVICES • HEATAIRES SERVICES • HEATCOOL • HEATER & SPA PARTS • HEENAN PLUMBING PTY LTD • HEY SISTA PLUMBING • HIGH END PLUMBING SERVICES • **HIGHBURY PLUMBING PTY LTD – 50 YEAR MEMBER** • **HIGHETT PLUMBING PTY LTD – 20 YEAR MEMBER** • HILLS ENERGY SOLUTIONS • HIVE FM SERVICES PTY LTD • HK ROOFING • HOAD DRAINAGE AND EXCAVATIONS • HOLLOWAY AIR • HOME TO GARDEN • HORNET PROPERTY SERVICES PTY LTD • HORWOOD PLUMBING PTY LTD • HOT WATER PROFESSIONALS • HOWDEN DUNCAN UNIT TRUST • HULL PLUMBING • HUME PLUMBING AND DRAINAGE • HURLEY PLUMBING PTY LTD • HURST ROOFING • HYDRO-LINE PLUMBING PTY LTD • HYDROTECH SERVICES PTY LTD • IAN BELL • IAN VINCENT • IAPMO R&T OCEANIA PTY. LTD. • ICON METAL ROOFING CONTRACTORS PTY LTD • IFIXIT PLUMBING SERVICES PTY LTD • IMPACT GROUP VICTORIA PTY LTD • IN-SINK ERATOR • INCOLINK • INDEPENDENT PLUMBING INSPECTIONS • INDUCE GROUP PLUMBING & EXCAVATION • INDUSTRIA PLUMBING AND DRAINAGE SERVICES PTY LTD • INNERLINE PLUMBING PTY LTD • INNOVATE PLUMBING SOLUTIONS • INSCOPE PLUMBING • INSINK PTY LTD • INSPIRE PLUMBING • **INSULPAK PTY LTD – 25 YEAR MEMBER** • INTERLINE BALLARAT PTY LTD • IPLUMB AND GAS • IQ PLUMBING & MECHANICAL SERVICES • J & J HEATING PTY LTD • J & M BARCLAY PLUMBING • J B PUMPS & PLUMBING • J DAY PLUMBING PTY LTD • J KELLY PLUMBING • J R CHAPMAN ROOFING PTY LTD • JAG PLUMBING • JAM PLUMBERS & GAS FITTERS PTY LTD • JAMAR PLUMBING • JARVIS PLUMBING AND ROOFING PTY LTD • JASON MOSS PLUMBING & GAS PTY LTD • JBR PLUMBING • JCB PLUMBING • JE MECHANICAL & PLUMBING SERVICES • JET PLUS PLUMBING • JF GRAHAM PLUMBING • JH FOX MASTER PLUMBERS • JINAVO DEVELOPMENTS • JLN PLUMBING PTY LTD • JLR PLUMBING CO • JLT PLUMBING • JMAC PLUMBING • JMS PLUMBING & GAS FITTING • JNU PLUMBING • JOE PATTERSON PLUMBING • JOHN DI NATALE ENGINEERING • JOHN DREW SERVICES PTY LTD • **JOHN F ROBERTSON NOMINEES PTY LTD – 60 YEAR MEMBER** • JOHN KENNEDY PLUMBING & BUILDING SERVICES • JOHN STEVENS PLUMBING PTY LTD • JOHN TUCK • JONES DOYLE PLUMBING • JONG TRADE PTY LTD • JONOCO WATER INDUSTRY SPECIALISTS • JORDAN MAIOL0 • JOSH ELIAS PLUMBING & CIVIL • JOY PLUMBING PTY LTD • JPW PLUMBING SERVICES • JR HOOD & SON • JS PLUMBING INDUSTRIES PTY LTD • JSP ROOFING PTY LTD • JTZ PLUMBING • JUSTIN ALLAN ROOFING & PLUMBING • JUSTIN CUMMINS • JUSTIN DREW PLUMBING SERVICES PTY LTD • JWC PLUMBING • KAMARA PLUMBING • KAT'S PLUMBING CO. • KBC PLUMBING • KC ROOF PLUMBING • KD PLUMBING • KELLY PLUMBING PTY LTD • KEMPERMAN PLUMBING SOLUTIONS PTY LTD • KEN GODFREY • KENNEDYS GROUP SERVICES PTY LTD • KERANG PLUMBING & PUMPS • KEVIN SHINNERS • KG PLUMBING • KIALLA PLUMBING • KILBURN PLUMBING PTY LTD • KINGSPAN ENVIRONMENTAL • KORUMBURRA PLUMBERS & PUMPS • KOVELE PLUMBING PTY LTD • KPA PLUMBING PTY LTD • KPC PLUMBING & DRAINAGE PTY LTD • KTB ROOFING PTY LTD • L.D. SMITH PLUMBING & GASFITTING PTY LTD • **L&C HARDING PLUMBING PTY LTD – 35 YEAR MEMBER** • LA & JA HEARN PLUMBING PTY LTD • LA GIBSON PLUMBING • **LAMB & BELL PTY LTD – 60 YEAR MEMBER** • LASER

PLUMBING ALBURY – WODONGA • LASER PLUMBING HORSHAM • LATROBE HEALTH • LAURENCE PLUMBING GROUP • LAWLOR PLUMBING BALLARAT PTY LTD • LAWRIE O'SHEA • LEAK FREE PLUMBING AND DRAINAGE • LEAK SOLUTIONS PLUMBING PTY LTD • LEN ROBINSON PLUMBING • LEONARDS PLUMBING PTY LTD • LEVEL PLAYING FIELD • LG WINDUSS PTY LTD • LI LEI • LIFE PLUMBING CO • LIPSHUT PLUMBING • LIQUID VISION PLUMBING GROUP PTY LTD • LIVING FLOW PTY LTD • LIXIL AUSTRALIA • LJ FLYNN ECO PLUMBING SOLUTIONS • LLOYD PLUMBING PTY LTD • LOCAL PLUMBING PROFESSIONALS PTY LTD • **LOCKHART DRAINAGE CONTRACTORS PTY LTD – 20 YEAR MEMBER** • LONERGAN PLUMBING • LONGACRE PLUMBING • LONGS ECHUCA MOAMA • LOWER PLENTY PLUMBING SERVICE PTY LTD • LOYALTY ROOFING & PLUMBING • LT PLUMBING PTY LTD • LUKE PRITCHARD PLUMBING • M.J.B. PLUMBING • M&A DILLON PTY LTD • M&M PLUMBING & GASFITTING • M&M PLUMBING & MAINTENANCE PTY LTD • MACEDON RANGES PLUMBING • MAGE & PHOENIX • MAJOR FURNACE AUSTRALIA PTY LTD • MAKE THE SWITCH • MALIBU PLUMBING PTY LTD • MAMONE'S PLUMBING & GAS • MANLY PLUMBING SERVICE • MARCUS O'BRIEN PLUMBING • MARCUS RUTHEN PLUMBING & EXCAVATIONS • MARK ALEXANDER • MARK LEONARD PLUMBING PTY LTD • MARMEC • **MARSH PTY LTD – 25 YEAR MEMBER** • MARTIN COTTER • MARTIN PLUMBING GROUP • MARVEL GAS • MASTER BUILDERS CONNECT • MASTER LEAK DETECTIVE • MASTER PLUMBING & DRAINAGE CONTRACTORS • MASTER TRADE SERVICES PTY LTD • MATHEW YANEZ • MAXA PLUMBING • MAXIMUS PLUMBING & GASFITTING • MC PLUMBING WARRNAMBOOL • MCCARTHY PLUMBING • MCCARTHY PLUMBING GROUP • MCCONNELL PLUMBING • MCCULLOCH PLUMBING PTY LTD • MCKINNON HEATING & COOLING • MCLEAN & BOAKES • MCLEAN WATER WORKS • MCPHERSON PLUMBING & MAINTENANCE • MDN PLUMBING PTY LTD • MED GAS SYSTEMS PTY LTD • MELBOURNE CENTRAL PLUMBING • MELBOURNE GAS GROUP PTY LTD • MELBOURNE HYDRONIC HEATING PTY LTD • MELBOURNE PLUMBCO • MELBOURNE PLUMBERS PTY LTD • MELBOURNE PLUMBING & GAS PTY LTD • MELBOURNE PLUMBING GROUP • MERIDIAN ROOFING PTY LTD • METALCRAFT ROOFING AND CLADDING • METROWEST PLUMBING SERVICES PTY LTD • MEYLAND DRAINAGE PTY LTD • MF DALY PLUMBING • MG GAS & PLUMBING • MGI SERVICES • MICHAEL BALL • MICK COLLINS PLUMBING • MILLERS PLUMBING • MILLSTECH SERVICES PTY LTD • MILWAUKEE POWER TOOLS • MINTE SERVICES PTY LTD • MITCHELL MOORE PLUMBING • MITCHELL ROOFING & PLUMBING PTY LTD • MITEC GROUP PTY LTD • MJL SUPERIOR PLUMBING • MJR AIR CONDITIONING • MJS PLUMBING & GAS PTY LTD • MJS PLUMBING HEATING AND COOLING PTY LTD • MJV PLUMBING SERVICES • MK CAPUANO PLUMBING • MKS PLUMBING VIC PTY LTD • MLW PLUMBING & DRAINAGE • MOATE PLUMBING PTY LTD • MODERN GROUP (QLD) PTY LTD • MODERN PLUMBING SERVICE • MOUNTAINVIEW PLUMBING CO • MRS PLUMBER MUMMA • MS PLUMBING • MT BULLER PLUMBING • MTR PLUMBING • MURRAY PLUMBING GROUP PTY LTD • MURTEC SERVICES PTY LTD • VICTOR MURRAY • MY PLUMBER • MY EXPERT PLUMBERS • MYDE AIR CONDITIONING AND MECHANICAL SERVICES • N & B EDWARDS PTY LTD • NATIMUK PLUMBING • NATIONAL AUSTRALIA BANK • NATIONAL LEAK DETECTION • NBK PLUMBING & AIR CONDITIONING • NC PLUMBING • NEIL JONES PLUMBING • NEW BODA PLUMBING • NEW DIVISION ROOFING • NEW PLUMBING SOLUTIONS • **NEWLANDS & KNIGHTS (VIC) PTY LTD – 50 YEAR MEMBER** • NEWPORT PLUMBING • NG PLUMBING & GASFITTING • NIK HEATING & COOLING • NO PRESSURE PLUMBING PTY LTD • NORMAC PLUMBING • NORTH VIC PLUMBING SERVICES • NORTH WEST AIRCONDITIONING SERVICE PTY LTD • NORTH WEST PLUMBING & ROOFING • NORTHERN FASCIA • NORTHERN PLUMBING SOLUTIONS • NORTHERN ROOF PLUMBING • NOTT & DREW PTY LTD • NUFLOW BALLARAT • NUNNY'S PLUMBING PTY LTD • O'BOYLES ROOF PLUMBING PTY LTD • O'BRIEN BOILER SERVICES • O'BRIEN ELECTRICAL ROWVILLE • O'BRIEN PLUMBING CROYDON • O'BRIEN PLUMBING ECHUCA MOAMA • **O'BRIEN PLUMBING GREENSBOROUGH – 30 YEAR MEMBER** • **O'BRIEN PLUMBING NORTHCOTE – 20 YEAR MEMBER** • O'BRIENS PLUMBING AND AIR CONDITIONING PTY LTD • O'LOUGHLIN PLUMBING • O'NEILL PLUMBING PTY LTD • O'SHEA PLUMBING PTY LTD • OATAWAY, BRADLEY KEITH • ODM PTY LTD • OFF GRID PLUMBING • OFFICE AIRCONDITIONING SERVICES (VIC) PTY LTD • OFFICER PLUMBING SERVICES • OFFICEWORKS • ON TOP PLUMBING PTY LTD • ONE AIRCONDITIONING • ONEPLUMB PLUMBING • ONES & TWOS PLUMBING • ONLEY'S HOLDINGS PTY LTD • P & R AIR CONDITIONING SERVICES PTY LTD • P SMITH PLUMBING • PAD GROUP • PAD PLUMBING • PARAGON PLUMBING • **PARFREY PLUMBING PTY LTD – 20 YEAR MEMBER** • PARIANOS, JOEL • PARKER PLUMBING AND ROOFING • PARKLANE PLUMBING SERVICES PTY LTD • PATTEN PLUMBING & IRRIGATION • PATTERSON PLUMBING SERVICES PTY LTD • PAUL BILLS PLUMBING & GAS • PAUL JOHNSTONE • PAUL RYAN PLUMBING & CONTRACTING PTY LTD • PAV PLUMBING & ROOFING • PB SONS PLUMBING PTY LTD • **PBA SAFETY PTY LTD – 25 YEAR MEMBER** • PCC PLUMBING • PDA PLUMBING PTY LTD • PEACO PLUMBING & EXCAVATIONS • PENINSULA HEATING AND COOLING SOLUTIONS • PENINSULA MASTER PLUMBERS P/L • PENINSULA METAL ROOFING PTY LTD • PENINSULA SHORELINE PLUMBING • PERPETUAL GAS & PLUMBING • PETE'S PLUMBING & BATHROOMS • PETER FARQUHAR PTY LTD • PETER GIANNPOULOS • PETER HALL • PETER IMPEY • PETER JENSEN • PETER LEACH PLUMBING PTY LTD • PETER WAIN PLUMBING PTY LTD • PETZKE PLUMBERS • PHIL MAC PLUMBING • PHILIPPOU PLUMBING SERVICES PTY LTD • PHILLIP HOUSE • PHILLIP LEE PLUMBING PTY LTD • PHILLIPS PLUMBING GROUP • PHOENIX HEATING AND AIR CONDITIONING • PHYLAND PLUMBING PTY LTD • PIER PLUMBING • PIERCE PLUMBING SERVICES • PIPE CORE • PIPE DREAM PLUMBING AND DRAINAGE PTY LTD • PIPE WORX PLUMBING PTY LTD • PIPES PLUMBING PTY LTD • **PIPEWISE PTY LTD – 50 YEAR MEMBER** • **PIPING HOT PLUMBING – 35 YEAR MEMBER** • PIVOT CITY PLUMBING PTY LTD • PJM PLUMBING SERVICES PTY LTD • PLAN B PLUMBING SOLUTIONS PTY LTD • PLANET PLUMBING VIC PTY LTD • PLATINUM GAS AND PLUMBING • PLATINUM PLUMBING & GASFITTING PTY LTD • PLATINUM PLUMBING GROUP (AUSTRALIA) PTY.LTD • PLENTY VALLEY PLUMBING • PLUMB FX PTY LTD • PLUMB IT SERVICES • PLUMB LADS • PLUMB MEDIC • PLUMB'D SERVICES PTY LTD • PLUMBABLE PTY LTD • PLUMBCO PLUMBERS PTY LTD • PLUMBCORE PTY LTD • PLUMBERS DIRECT PTY LTD • PLUMBERS NOW CONTRACTING • PLUMBFORCE PLUMBING & GAS FITTING PTY LTD • PLUMBING BY HALL • PLUMBING BY TIM • PLUMBING FORCE PTY LTD • PLUMBING LOGISTICS • PLUMBING PLUS • PLUMBING SOCIETY PTY LTD • PLUMBLIFE • PLUMBOLOGY PTY LTD • PLUMBSTRUCT INDUSTRIES • PLUMBWELL GASWELL PTY LTD • PLUMBWORKS • PLUMSTAR PTY LTD • PLUMSURE • PODIUM • PORT TO BAY PLUMBING SERVICES • PORTER PLUMBING SERVICES PTY LTD • POSEIDON PLUMBING & GASFITTING PTY LTD • POTTER'S BATHROOMS & KITCHENS PTY LTD • POWERHOUSE SHOP • PRAIN, CLIFFORD ALLAN • PRECISE PLUMBING BENDIGO • PRECISION ELECTRICAL & PLUMBING PTY LTD • PRECISION METAL ROOFING • PRECISION STEEL ROOFING • PREMIER PLUMBING SERVICE (VICTORIA) PTY LTD • PRENTICE PLUMBING (VIC) PTY LTD • PRESTI PLUMBING PTY LTD • PRESTIGE PLUMBING SOLUTIONS • PRIDE PLUMBING SERVICES PTY LTD • PRIORITY ONE TRADE SERVICES • PRITCHARDS PLUMBING & GASFITTING PTY LTD • PRO ACTION PLUMBING • PRO AIR (VIC) PTY LTD • PRO AIR SYSTEMS PTY LTD • PRO FLOW PLUMBING AND DRAINAGE • PRO PLUMB • PRO PLUMBING GROUP • PRO SPEC PLUMBING & DRAINAGE PTY LTD • PRO TEC PLUMBING PTY LTD • PRO-VENT HVAC SOLUTIONS PTY LTD • PROCHECK PLUMBING & GAS PTY LTD • PROFICIENT PLUMBING GROUP PTY LTD • PROGAS PLUMBING PTY LTD • PROGEAR PLUMBING • PROGRESSIVE PLUMBING GROUP • PROJECT PLUMBING & MAINTENANCE PTY LTD • PROJECT PLUS PLUMBING SERVICES PTY LTD • PRONTO PLUMBING SOLUTIONS PTY LTD • PROREC PLUMBING SOLUTIONS PTY LTD • PROWSE PLUMBING PTY LTD • PRS PLUMBING SERVICES • PSD PLUMBING • PURE PLUMBING & CO • PURPLE HAYES PLUMBING • Q & O PLUMBING • QC PLUMBING AND ELECTRICAL • ROBERT QUICK • QUICKGAS (AUST) PTY LTD • QUINN PLUMBING • R & L FISHER PLUMBING PTY LTD • R & T PLUMBING • R AND H PLUMBING SOLUTIONS PTY LTD • R AND K PLUMBING AND GASFITTING PTY LTD • R J WOOD PLUMBING • RAINBOW RISE PLUMBING • RAINEY GAS SERVICES PTY LTD • RAINSHIELD ROOFING PTY LTD • RANKIN PLUMBING • RAYZOR ROOFING AND PLUMBING • RB PLUMBING PTY LTD • RC URQUHART PTY LTD • RED HILL METAL ROOFING PTY LTD • RED ROBIN PLUMBING SERVICE • REDLINE PLUMBING SERVICES • REECE GROUP • REED PLUMBING & DRAINAGE SOLUTIONS • **REGAL REFRIGERATION & AIRCONDITIONING SERVICE – 20 YEAR MEMBER** • REGIONAL PLUMBING VIC PTY LTD • REID PLUMBING • RELIABLE PLUMBING SERVICES AUSTRALI • RELN PTY LTD • RESCUE PLUMBING • RETRA ELECTRICS • REX PLUMBING • RHEEM • RHINOS PLUMBING AND EXCAVATION PTY LTD • RICHARDSON PLUMBING & DRAINAGE PTY LTD • RIDGE PLUMBING AND DRAINAGE PTY LTD • RIDGE PLUMBING AND MAINTENANCE • RIES PLUMBING PTY LTD • RINNAI AUSTRALIA • RITEFLOW PLUMBING PTY LTD • RIVIERA PLUMBING • RICK TAYLOR • RJ LOCHLAND PLUMBING SERVICE • RJ PLUMBGAS PTY LTD • RM PLUMBING & RAIL SERVICES • RMD • ROADKNIGHT PLUMBING PTY LTD • ROBERT BOSCH AUSTRALIA PTY LTD • ROCA BATHROOM PRODUCTS AUSTRALIA • ROCCHI PLUMBING PROJECTS PTY LTD • ROE & COOK PLUMBING PTY LTD • ROGER KEEN PLUMBING PTY LTD • ROOF DISTRIBUTORS PTY LTD • ROOFINE • ROOFRITE GUTTERING & ROOFING SYSTEMS • ROSEHILL PLUMBING PTY LTD • ROWAN FITZGERALD'S PLUMBING & GASFITTING PTY LTD • RESEA SAFETY • RUSSELL THOMAS PLUMBER AND AIR CONDITIONING • RUSTY AUSTRALIA • TRADER • RW & ME ARMSTRONG PLUMBING PTY LTD • RYAN'S PLUMBING & MAINTENANCE • RYMAC PLUMBING • S.J PLUMBING CENTRAL VICTORIA • S&H ROOF MAINTENANCE PTY LTD • S&J GATHERCOLE PLUMBING PTY LTD • SA PLUMBING • SAFE INSPECT • SAFE-HOUSE COMPLIANCE GROUP PTY LTD • SAGE PLUMBING • SAGECON • SALE WATER SPECIALISTS PTY LTD • SAMBAR PLUMBING • SANIFLO (AUSTRALASIA) PTY LTD • SCHELLEN PLUMBING • SCHEMBRI'S PLUMBING • SCULLY PLUMBING • SDI PLUMBING PTY LTD • SEAN SCOTT PLUMBING PTY LTD • SEAVIEW PLUMBING • **SEELEY INTERNATIONAL PTY LTD – 30 YEAR MEMBER** • SELECT PLUMBING AND GAS • SELECT SOLUTIONS • **SELECT1 METAL ROOFING – 20 YEAR MEMBER** • SEPTIC SYSTEMS AUSTRALIA • SERVICE EXPERTS • SERVUS GROUP • SG PLUMBING AND GAS FITTING • SGT PLUMBING • SHANE EDWARDS PLUMBING • SHAQ PLUMBING PTY LTD • SHARP PLUMBING • SHARPER ROOFING & PLUMBING • SHELBY REILLY • SHEPPARTON PLUMBING SERVICES PTY LTD • SHIELD PLUMBING AND DRAINAGE PTY LTD • SHINNERS PLUMBING PTY LTD • SIGNAL & HOBBS • SIMON WILKINS PLUMBING • SIMPLY FINANCE & AUTOMOTIVE • SIMPRO SOFTWARE PTY LTD • SIMPSON & SONS PLUMBING PTY LTD • SLATTERY METAL ROOFING • SLEEP'S PLUMBING PTY LTD • SLR PLUMBERS • SM & SM HAMILTON PTY LTD • SM WILSON PLUMBING • SMART FLOW PLUMBING • SMARHOUSE PLUMBING SOLUTIONS PTY LTD • SMITH & DRAKE PLUMBING AND GAS FITTING PTY LTD • SOLOMON PLUMBING AND GAS FITTING PTY LTD • SOUTH EAST PLUMBING & HEATING • SOUTH EAST PLUMBING GROUP PTY LTD • SOUTH EAST WATER • SOUTH EAST WATER PRIORITY PLUMBING • SOUTH EASTERN PLUMBING & GASFITTING PTY LTD • SOUTHERN TRADE SERVICES • SOUTHERN VICTORIAN PLUMBING PTY LTD • SOUTHERN WATERS PLUMBING • SOUTHSIDE PLUMBING, HEATING AND COOLING • SPARK PLUMBING & CONSTRUCTION • SPECIAL GASES ENTERPRISES PTY LTD • SPECIALISED CLADDING AND ROOFING • SPECTRUM PLUMBING SERVICES PTY. LTD. • SPENCER ROGERS GROUP • SQUARED PLUMBING PTY LTD • STAINLESS STEEL WIRE & MESH PTY LTD • STAMP PLUMBING SERVICE • STATE GAS APPLIANCES • STATEVILLE PLUMBING SERVICE • STEAINS PLUMBING VIC PTY LTD • STEPHEN AHTERTON • STONE BROS PLUMBING PTY LTD • STRAIGHT UP PLUMBING AND GAS • STRATTON FINANCE • SUBURBAN GAS AND PLUMBING • SUNBURY HEATING & COOLING • SUNSET PLUMBING & DRAINAGE • SUNSET PLUMBING SOLUTIONS PTY LTD • **SUNSHINE CENTRAL PLUMBING SERVICES PTY LTD – 25 YEAR MEMBER** • SUPER MARIO PLUMBING & ELECTRICS • SUREFIRE PLUMBING AND PUMPS • SURFS UP PLUMBING AND GAS SOLUTIONS • SUSTAINABLE SOLAR AND PLUMBING PTY LTD • SWEETHEART PLUMBING SOLUTIONS PTY LTD • SWISH AIR HEATING, COOLING & PLUMBING • SYFON SYSTEMS PTY LTD • SYMAL CONTRACTORS • **TA ASQUITH PLUMBING PTY LTD – 40 YEAR MEMBER** • TAIT PLUMBING GROUP LTD • TALK ABOUT PRESSURE PTY LTD • TAPFIX • TAPS 2 U • TAPS AIR • **TAPZ PLUMBING PTY LTD – 25 YEAR MEMBER** • TAYLOR'D PLUMBING SERVICES • TC PLUMBING & BUILDING SOLUTIONS • TCB GASWORKS • TEMPLESTOWE PLUMBING SERVICE PTY LTD • TEQUA • TESTO • THE AGL GROUP PTY LIMITED • THE COMMERCIAL PLUMBERS PTY LTD • THE DRAIN MAN • THE HEATER AND COOLER GUY • THE OVEN REPAIR MAN • THE PEOPLE'S PLUMBER • THE PLUMBING AND ROOFING COMPANY PTY LTD • THE PLUMBING COLLECTIVE PTY LTD • THE PLUMBING COMPANY • **THOMPSON PLUMBING PTY LTD – 25 YEAR MEMBER** • THUNDERBOX PLUMBING PTY LTD • TIG PLUMBING & GAS FITTING PTY LTD • TIM WILKEN PLUMBING • TIMBOON PLUMBING & PUMPS PTY LTD • TITAN PLUMBING SERVICES • TJ COLES PLUMBING PTY LTD • TJ JOHNSON INDUSTRIAL PTY LTD • TM & LM DOHERTY PLUMBING PTY LTD • TOBIN PLUMBING PTY LTD • TOLARNO HOLDINGS PTY LTD • TOMLINSON PLUMBING • TONKIN PLUMBING • **TONNA HEATING AND COOLING PTY LTD – 20 YEAR MEMBER** • TOP TIER PLUMBING • TORR PLUMBING SERVICES PTY LTD • TOTAL GAS CARE SERVICES, PIPETECK, GASSTOP • TOTAL TRADE MANAGEMENT • TOYOTA MOTOR CORP AUSTRALIA LTD • TRADEFORCE PLUMBING AND GAS • TRADIE WRAPS • TRAK • TRENT FINN PLUMBING & GAS FITTING • TRIO PLUMBING (AUST) PTY LTD • TRIPLE EIGHT PLUMBING PTY LTD • TRIPLE THREE PLUMBING PTY LTD • TRUE FLOW PLUMBING & GAS PTY LTD • TS MCQUINN & SON • TULLAMARINE PLUMBING & DRAINAGE PTY LTD • TURLAND BROS PTY LTD • TWG & CO PTY LTD • TWIN ELECTRICS • TWO BROTHERS PLUMBING PTY LTD • **TYNONG PLUMBING – 30 YEAR MEMBER** • ULTIMATE STEEL ROOFING PTY LTD • UNIBOND PLUMBING SERVICES PTY LTD • UNIFY PLUMBING SOLUTIONS • UNITESTS PTY LTD • UNLIMITED PLUMBING PTY LTD • UPFLOW PLUMBING SERVICES • UPR PLUMBING SERVICES PTY LTD • URBAN H2O • URBAN PLUMBING GROUP (VIC) PTY LTD • VANGUARD PLUMBING GROUP • VASEY INVESTMENTS PTY LTD • VEEKEN PLUMBING • VERBEEK PLUMBING • VERSADON PLUMBING PTY LTD • VIC URBAN PLUMBING PTY LTD • VICORE PLUMBING PTY LTD • VICTORIAN PIPELINE & PLUMBING SERVICE PTY LTD • VIEGA PTY LIMITED • VIESSMANN AUSTRALIA PTY LTD • VILLAGE PROPERTY SERVICES (VIC) PTY LTD • VINEY PLUMBING AND BUILDING MAINTENANCE PTY LTD • VIP PLUMBING • VISION PLUMBING CO. • W & M PLUMBING SERVICE • W.L.CHIVERS PLUMBING • WADE SMITH PLUMBING PTY LTD • WADES HORSHAM • WALKERS PLUMBING & DRAINAGE • WALSH PLUMBING • WALTER J PRATT PTY LTD • WARMATEK AUSTRALIA • WATERWORKS PLUMBING • WATTS CIVIL AUSTRALIA PTY LTD • WAYNE TRINDER PLUMBING & GASFITTING PTY LTD • WEBB PLUMBING • WEST FLOW PLUMBING GROUP • WESTERN PLUMBING MAINTENANCE • WHELAN AIR CONDITIONING SERVICES PTY LTD • WHITEHEAD PLUMBING • WHITES PLUMBING COMPANY • WHYWAIT PLUMBING SERVICES • **WILD COMPANY – 35 YEAR MEMBER** • WILLIAM DURHAM • WILLOWS PLUMBING & GASFITTING • WILSON PLUMBING & DRAINAGE PTY LTD • WILVIE PTY LTD • WJ BUGG & SON PTY LTD • WOJNARSKI PLUMBING PTY LTD • WOMBAT PLUMBING PTY LTD • WORBOYS PLUMBING, GALLANT PLUMBING • WYNDHAM PLUMBING GROUP PTY LTD • XCELL PLUMBING • XCEPTIONAL PLUMBING PTY LTD • YARRA VALLEY WATER • YOUR CHOICE PLUMBERS • YOUR LOCAL PLUMBING AND DRAINAGE • YOUR PRO PLUMBER • YOUR WATERWORX PTY LTD • ZABS PLUMBING PTY LTD • ZEERUST GAS & PLUMBING PTY LTD • ZERO PLUMBING • ZINC CLADDING AUSTRALIA • ZIP WATER



# BOOSTING MEMBERSHIP VALUE AND ENGAGEMENT

Master Plumbers membership grew to 1,074 members by 30 June 2024, collectively representing approximately 7,000 plumbing professionals across Victoria.

In a turbulent economic and regulatory climate, many businesses leaned on Master Plumbers for a range of services including representation on the issues affecting their businesses, free expert advice, services, and resources to help them stay safe, compliant, and up to date with shifting requirements.

Our membership survey yielded great insights on what members value most, and how we could better support their changing needs. This feedback, together with the thousands of conversations we have with members every year helps us evolve and add to our member offering.

## HERE'S A SAMPLE OF WHAT WAS NEW THIS YEAR

### New discounts

With the rising cost of business, Master Plumbers introduced a number of new benefits to help members save money on business essentials. New to the list this year includes Bridgestone Australia Ltd with a 15% discount on all tyres, Officeworks with discounts on a large number of products, Tradie Wraps with exclusive bonus offers and workwear discounts including 15% off Rusty and 25% off TradeR clothing.

### New Health and Wellbeing events format launched

In April, Master Plumbers launched a new three-part webinar series as part of our Health and Wellbeing Grant from Incolink. The series runs in a live interview format with members joining online and able to ask questions of the panel. The sessions are recorded and form part of an online library of health and wellbeing resources made available to all members. Stay tuned in the new financial year for a continuation of the series targeting key areas of concern for members such as financial hardship and youth mental health.

### Connecting women in business

Throughout the year, Master Plumbers launched more events and learning sessions to support women in plumbing. Our inaugural International Women's Day High Tea was a great success and will return next year, bringing together the women behind the operational and administrative sides of our member businesses. In the next year, we will roll out more networking, business support and professional development learning opportunities.

### CPD Learning

In order to boost our CPD offering, Master Plumbers partnered with key stakeholders to ensure our participants have a steady stream of new learning options available. In the past year, MP offered CPD participants access to member pricing for the NECA Wellbeing for small business owners program and access to a Finance Essentials course offered by Master Builders and the University of Melbourne. Corporate and industry partner offerings and Master Plumbers learning content will continue to roll out through the year.

### Melbourne Careers Expo 2024

To promote the importance of careers in plumbing, Master Plumbers attended the Melbourne Careers Expo with promotional material, activations and representatives from Master Plumbers and PAV to speak to attendees. Master Plumbers also joined Master Builders and NECA on the main stage to talk about Careers in Construction.

### Members Only Gas Forum

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 advocacy, technical analysis and the establishment of a gas ban information hub, a special members only forum was held to offer members another chance to share their thoughts directly. Almost 50 members joined the online forum where Peter Daly and Gary Bath 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.

### Security of Payments Workshop

Always a hot topic, Master Plumbers hosted a workshop focused on Security of Payments Legislation and Dispute Resolution featuring our Commercial Supporter Member, Level Playing Field Lawyers. Almost 50 members joined us for the session to learn how to correctly prepare variations, extension time notices and payment claims.

<b>Life Members</b>	<b>11</b>
<b>Category A</b> Sole Trader	<b>47</b>
<b>Category B</b> 2 Operatives	<b>419</b>
<b>Category C</b> 3-5 Operatives	<b>289</b>
<b>Category D</b> 6-10 Operatives	<b>127</b>
<b>Category E</b> 11-25 Operatives	<b>67</b>
<b>Category F</b> 26+ Operatives	<b>26</b>
<b>Category I</b> Individual	<b>28</b>
<b>Category M</b> Commercial Supporters	<b>51</b>
<b>Category K</b> Industry Partners	<b>9</b>

**Total 1074**



**\$1,046,584**

saved by members viewing free standards online



**\$10,000**

raised for TIACS from the Master Plumbers Golf Day



**19%**

increase in member portal views



**\$380,750**

saved by members purchasing vehicles through Toyota



**51**

safety systems sold to keep plumbers safe on site



**834**

enquiries processed by the Master Plumbers WHS Team



**495**

enquiries processed by the Master Plumbers IR Team



**2070**

enquiries processed by the Master Plumbers Tech Team

### HERE'S WHAT MEMBERS TOLD US THIS YEAR

#### Top Reasons why members join

- To stay up to date on the industry
- To access plumbing, IR, and safety advice
- To access discounted MP Training
- Because MP advocates on behalf of members
- To save money through discounts
- To network with other members and plumbers

#### Favourite member benefits

- Free access to technical plumbing advice
- Access to free Australian Standards
- Training Course discounts
- Free OHS advice
- Industry meetings and webinars

#### Favourite communication methods

- Monthly eNews
- Phone calls
- Text message
- Website
- Member portal

#### Issues you would like Master Plumbers to lobby Government on in the next 12 months

- Cost of business
- VBA's operation as a regulator
- Insurance issues
- CPD
- Energy transition



# LEADING THE WAY WITH CPD



**4,000 participants** in Master Plumbers' CPD Program

**More than 50** CPD learning courses available in the library

**More than 20** new CPD learning events hosted by Master Plumbers this year



Master Plumbers has been lobbying for a mandatory and well-recognised Continuing Professional Development (CPD) program for decades to protect plumbers seeking to do the right thing: updating their training and compliance knowledge and ensuring their overall professionalism.

Why? Because in an industry as dynamic as plumbing, where new innovations, technologies, systems, techniques, and materials are being developed, refined, combined, and incorporated into the built environment every day, keeping abreast of changes and reinforcing knowledge is not a nice to have. It is vital and necessary to ensure currency.

This year, we reached a significant milestone with the Victorian Government's release of the long-awaited Regulatory Impact Statement (RIS) on the introduction of a mandatory Continuous Professional Development (CPD) program for plumbers.

Mandatory CPD will not be a big leap for many Master Plumbers members for whom ongoing learning is second nature to ensure currency of skills. Since 2019, Master Plumbers has been running a highly successful, voluntary CPD program for the plumbing industry with over 4,000 plumbers already actively participating. The RIS repeatedly referenced Master Plumbers as both a model for CPD programs and a potential solution for the government's implementation of a mandatory scheme.

While we await further announcements on when the new scheme will roll out, we encourage you to start your journey now ([plumber.com.au/cpd](http://plumber.com.au/cpd)). Master Plumbers

comprehensive and innovative CPD program is designed to offer members greater flexibility and choice in their professional development journey.

And most of all, it is designed to make CPD easy.

CPD is not just about formal classroom training, like TAFE. Modern learning comprises a range of self-paced activities, including online videos and webinars, as well as face-to-face sessions. Any single activity might range from 15 minutes to an hour or so, and can be done at work, at home and sometimes as an organised activity like the Master Plumbers Pub Nights, which combine real learning with a chance to catch up with colleagues in person. Visit our online CPD library and take advantage of the ever-expanding list of learning opportunities developed by our technical, training and industry experts and partners. You can start earning CPD points today!

Over the next year, we look forward to working more closely with our members to identify where the greatest skills gaps and learning needs are for you, your business, and the industry. We remain committed to supporting your continuing professional development by delivering a program that has been developed for industry, by industry.

# ADVOCACY

2024 has been marked by advances to some of the advocacy topics that Master Plumbers has been championing for, alongside some significant changes to regulatory and government policy. We have continued to maintain open working relationships with government and regulatory bodies at both State and Federal levels with the intention to protect our industry from decisions that could be made which would be detrimental to our members and/or our broader industry. We will endeavour to respond quickly and decisively to all proposed regulatory actions by the government. On-going changes to the gas transition pathway at a State level continue to require us to act in such a way that requires Master Plumbers to take up the torch to ensure that the industry is properly represented in the decisions that will shape the future of our energy options.

Significant changes at both the Victorian Building Authority (VBA) and to a lesser extent Energysafe Victoria (ESV) have in general resulted in greater engagement from those bodies in developing the type of regulatory overview we suggest is necessary. We have always supported the need for a well-resourced regulator that can ensure that our standard for plumbing work in Victoria is nationally and internationally respected. An example of this is the implementation of a plumbing technical group that is comprised of industry stakeholders who have expertise and can advise the VBA on matters that require further clarity or in some cases take into consideration the uniqueness of the Victorian plumbing landscape. There have been a number of issues where an outcome has been reached and we will continue to benefit from such regulatory engagement.

## COMPLEX PLUMBING

Significant progress has been made this year with an agreed position on the scope of work applicable and the pathway required when a project has been identified as complex plumbing. Important considerations such as the importance of plumbing design being independently recognised by the VBA, how these projects are reported for compliance and importantly pathways for Licenced Plumbers to continue to be responsible for design in the existing licence scopes that they currently hold or wish to. The implementation of the Plumbing Technical Group was a direct result of these discussion and it has further enhanced how industry should work with Regulators for the improvement of the industry. We are hopeful that pending a Regulatory Impact Statement at some stage in 2025 we will have an implementation date for this enhancement of our current system.

## GAS TRANSITION ROADMAP

After the initial gas ban on residential construction requiring a planning permit in January of 2024, the State Government made further announcements suggesting a RIS to discuss fast-tracking bans on replacement of existing gas appliances and pushing into commercial gas bans whilst at the same having Legislation tabled in Parliament to provide the powers for the Govt to ban gas to all new connections and included banning replacement of any existing gas appliances. The legislation included all reticulated gas supplies which could potentially impact those regional areas with reticulated LPG and commercial buildings including restaurants and cafes.





Master Plumbers joined with natural gas suppliers and gas manufacturers to call out the Governments fact sheet which provided consumers with costs and potential savings and indicate “true costs” for transition. In addition the information contained a petition calling for the Govt to provide opportunity for debate in Parliament.

We did not undertake this approach lightly as our Association is on record in supporting a move away from carbon based fuels but we wish to have this achieved in the manner that allows for a smooth transition for consumers and the industry to adapt.

We are also looking at ways that our industry can adapt to this transition with training targeting the new and emerging technologies and advocacy targeted at ensuring that plumbers will be in a position to not only install, but service and repair heat pump air conditioning and water heating into the future.

## AUTOMATIC MUTUAL RECOGNITION

We have continued to advocate that due to the current inconsistencies amongst the jurisdictional regulators in certain scopes of work such as gasfitting, mechanical services and roofing that this work remain exempt from AMR, this includes a restriction on only Registered individuals gaining access to AMR. These exemptions will remain in place until July 2025 by which time we will continue our dialogue with both the VBA and State government before we agree to open up these other currently restricted scopes.

## MAINTAINING PLUMBING STANDARDS

Master Plumbers has actively supported a well resourced and strong regulatory system. Victoria uniquely has a self-certifying plumbing compliance regime which is based on licensed plumbers holding themselves and their employees accountable for the work they carry out. Key to this is the routine auditing of each plumbers work where non-compliance

or poor workmanship can be identified and the perpetrators dealt with. Similarly, consumers need support from the Regulator in order to hold these plumber accountable and limit their negative impact on our industry. Master Plumbers is actively contributing to a review of the existing VBA complaints process which includes the current auditing and inspection regime. VBA resourcing issues aside, we will continue to work with VBA to look at equitable compliance models that can be utilised to provide greater industry cover and look to the majority of plumbing installations that occur outside of the construction sector.

## PLUMBING 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. We are working with the VBA to understand the extent of changes that need to be made to existing Orders that will ensure we have these updated to current requirements and the changes within the industry.

## WATERMARK AND PRE-FABRICATED PLUMBING SYSTEMS

There has been increased interest in the development of pre-fabricated building solutions that contain plumbing and other services in order to meet an increased demand for affordable housing. Many of these are currently designed and put together in a factory environment and come from overseas to be connected into single dwelling or forming part of a modular services component of a multi-story building.

Consumer protection issues can arise as these are viewed as a Watermarked product requiring a product warranty rather than the workmanship warranty afforded by our plumbers insurance. We are working to make sure that the plumbing components are put together to meet current industry standards and that where possible they are constructed and supervised by licensed plumbers. We would additionally like to see that Watermark is used solely for the purpose for which it was designed, to provide installers of plumbing systems proof that the product they have chosen meets all the requirements set out by the appropriate Standard.



## 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 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
- 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 Compliance Practitioners Reference Group
- Fair Work Commission Small Business Reference Group
- Fair Work Ombudsman Building and Construction Industry Reference Committee
- Foundation for Safety Victoria (Construction Guidance Committee + Industry Steering Group)
- Incolink (Board)
- Indigenous Plumbing and Sanitation Foundation (Board)
- Leave Plus (Board)
- National Centre for Vocational Education Research (Board)
- 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 Plumbing Special Advisory Panel
- Victorian Building Authority Plumbing Technical Advisory Panel
- Victorian Skills Commission Construction Advisory Group
- WorkSafe (various working groups)

## SUBMISSIONS

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

- Industry Feedback on VBA Compliance Enforcement Draft Policy Framework & Approach
- Design Documentation Practice Guide – Class 2 Buildings
- Wage Subsidies for Apprentices in the Plumbing Industry (for MPANZ)
- Fair Work Legislation Amendment (Closing Loopholes No. 2) Bill 2023
- Regulatory Impact Statement – Exposure Draft Legislation Residential Tenancies and Rooming House Amendment for Minimum Energy Efficiency and Safety Standards Regulations
- Unfair Contract Terms Construction Industry Submission to the Federal Government (industry submission)
- Regulatory Impact Statement – Continuing Professional Development for Building and Plumbing Practitioners Exposure Draft Regulations 2024
- Gas Distribution System Code of Practice Review
- Department of Energy, Environment and Climate Action Review of Automatic Mutual Recognition (AMR) Implementation – Victorian Plumbing and Fire Protection.
- Australian Government Draft Best Practice Principles and Standards for Skilled Migration Assessing Authorities Review (for MPANZ)
- Strategic Review of the Australian Apprenticeship Incentive System (for MPANZ)
- Jobs & Skills Australia Review of Core Skills Occupation List (for MPANZ)
- Australian Bureau of Statistics Consultation Round 2 for the Review of Australian and New Zealand Standard Classification of Occupations for construction industry (for MPANZ)
- Australian Bureau of Statistics Consultation Round 4 for the Review of Australian and New Zealand Standard Classification of Occupations for construction industry (for MPANZ)
- Australian Government National Gas Future Strategy Consultation Paper (for MPANZ)
- Australian Government National Strategy to Achieve Gender Equity (industry submission)
- Department of Climate Change, Energy, the Environment and Water Consultation on Proposed WELS Legislative Amendments
- Australian Government Budget Submission – Wage Subsidies for Apprentices in the Plumbing Industry (for MPANZ)
- Trades Recognition Australia Future State Strategy
- Submission to the Treasury Issues Paper on Non-Complete Clauses and other Restraints (with ACCI)
- Variation of Modern Awards to Include a Right to Disconnect Term (with ACCI)
- Fair Work Commission Annual Wage Review (with ACCI)
- Modern Awards Review 2023–24: Job Security (with ACCI)
- Modern Awards Review 2023–24: Making Awards Easier to Use (with ACCI)
- Fair Work Legislation Amendment (Closing Loopholes No. 2) Bill 2023 (with ACCI)
- Victorian Energy Jobs Plan Consultation Paper (industry submission)
- Fair Work Commission Review of Governance and Compliance Requirements of the Registered Organisations Commission
- Amendment to the Gas Safety (Gas Installation) Regulations 2018



# TRAINING

As a leading provider for plumbing training in Victoria the Master Plumbers Registered Training Organisation (RTO) has continued to grow over recent years, and this has also been the case in 2023/24 financial year. With training delivery exceeding 180,000 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, with the addition of four new instructors in the past year. We have delivered training to over 450 apprentices across the Brunswick and Narre Warren campuses and 1500 returning plumbers looking to upskill. Master Plumbers partnered with PICAC supported by Solar Victoria to offer an “upskilling plumbers” program that focused on technology for domestic hot water delivery by way of solar hot water generation and heat pump hot water systems.

The number of female apprentices entering the industry is still continuing to grow and it is great to see so many coming through Master Plumbers as their training provider. The currency and relevance of industry-led training is vitally important in an industry as dynamic as plumbing.

RTO staff attended the PSCIA national conference in Albury, with the focus on training delivery and professional currency, this included presentations from industry regulators and manufactures and this allowed us to ensure industry currency for our training staff. 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 across the Geelong, Brunswick and Narre Warren Campuses. This partnership has allowed Master Plumbers to offer a level of training unsurpassed in the RTO space.

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 industry leaders. Over the next twelve months we will look to increase our suite of offerings to cater for increased industry demand for post trade training.

**450 Apprentices**  
across Brunswick and Narre Warren

**187,000 hours**  
of training delivered

**4 new training staff**  
bringing us up to 18

**1500 Post Trade plumbers trained**  
across Gas Type A, Commissioning and  
Maintaining Backflow Prevention Devices and  
Maintain Hot and Heated Water Temperature  
Control Valves.

**\$125,000 in member savings**





# GROUP TRAINING

Master Plumbers Group Training employs around 170 plumbing apprentices in Victoria and Queensland, making us one of the largest employers of plumbing apprentices in Australia. Wherever possible our apprentices in Victoria and Queensland attend PICAC campus to benefit from the quality education delivered by our RTOs also. With a history of more than 40 years delivering group training for the industry we have made a major contribution to developing the workforce of today and tomorrow. Plumbing Apprenticeships Victoria (PAV) currently employs over 100 plumbing apprentices across various sectors within the industry. During the last financial year, PAV employed and inducted 35 new apprentices and had 24 successfully complete their apprenticeships and pass their Journeyman's exam. Additionally, PAV welcomed 21 new host employers that have committed to training at least one apprentice.

Plumbing Apprentices Queensland (PAQ) employs 65 apprentices across Plumbing (General), Roof Plumbing and the Refrigeration / Airconditioning sectors of the industry. PAQ successfully completed five apprentices during the year, all continuing to remain in the industry and employed with their former hosts. PAQ engaged 10 new host employers during the year. Demand from hosts has remained constant throughout the year, ensuring apprentices remain fully engaged in work. PAQ has faced several challenges during the year, in particular the shortage of qualified labour has limited placement opportunities for apprentices due to supervision requirements, the demand for skilled labour has tested PAQ's ability to retain apprentices through to the completion of their apprenticeship. Furthermore, the introduction of the new training package has required apprentices to undertake additional formal training to address the gap between packages reducing our billable hours.

Over the course of the year, PAV participated in over 30 events designed to promote opportunities in the plumbing industry to potential future apprentices.

We engaged with various groups, including TAFE Pre-Apprenticeship students from seven different TAFEs and multiple campuses, VCE Vocational Major students, trade college students, and participants in the Empowered Women in Trades program. Additionally, we connected with attendees at trade breakfasts hosted by Reece and Tradelink, collaborated with Local Learning Networks, and partnered with several Job and Skills Centres. Our outreach also included presentations and displays at significant events such as the Youth Employment Network Expo, Trades Fit Expo, World Skills, Try a Trade, PICAC Brunswick, and the Melbourne Careers Expo.

These events ranged from local career fairs and trade shows to community workshops and school presentations, each providing a unique platform for engagement. At these events, PAV offered insights into apprenticeship programs and career pathways, sharing success stories from current apprentices. This showcased how a career in plumbing can lead to financial stability and personal fulfillment.

By showcasing the advancements in technology, sustainability practices, and the diverse range of specialisations within plumbing, we worked to position the trade as a modern and viable career choice for young people

**164 Plumbing Apprentices**

**85 Hosts**

**29 Graduates**

**1,245 apprentice visits**

**Over 12,000 apprentice and host phone calls received and made by PAV / PAQ**

**240,244 hours worked**

**45,044 hours of trade school attended**





# KEEPING YOU INFORMED: ENHANCING MEMBER COMMUNICATIONS

Master Plumbers is committed to keeping our members informed and engaged. This year, we have focused on strengthening our communication channels and delivering timely, relevant information.

## MONTHLY eNEWS

Our monthly eNews continued this year providing comprehensive updates on industry news, events, and important announcements. We have refined the content and layout to ensure a more engaging reading experience. This past twelve months a concerted effort has been made to extend the content in the email to include business advice from organisations like the ATO as well as more industry specific information like Government media announcements as well as safety alerts from WorkSafe.

## INDUSTRIAL RELATIONS UPDATES

We have implemented a more targeted approach to our communications, this is with the intention of keeping our members informed of IR and Workplace law changes that may affect members' businesses. This ensures that members receive information that is most relevant to them.

## DIGITAL PLATFORMS

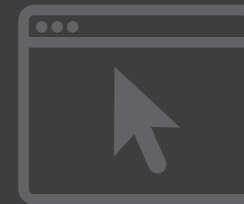
Our website and social media channels have been enhanced to provide a more content and facilitate easy access to important resources. We have increased our posting frequency and expanded our content to include videos, infographics, and interactive elements.

As a result, Master Plumbers has a strong presence and following across social media channels and these are supplemented by more diverse audiences of key government and industry decision makers connected through our leadership team.

## EVENT COMMUNICATIONS

We have enhanced our event communication efforts to ensure that members are well-informed about upcoming events, workshops, and webinars. We have improved our registration process and provided timely reminders to maximise attendance.

By investing in our communication channels and delivering high-quality content, we aim to keep our members informed, engaged, and connected to the plumbing industry. We believe that strong communication is essential for building a thriving and supportive community.



**107,000**  
Website Users

**140,000**  
Website Sessions



**148** email  
campaigns sent

Open Rate: **55.6%**

Industry average  
open rate: **32.7%**



**10,400**  
followers



**3,100**  
followers



**125**  
subscribers



**3,100**  
followers

# AUSTRALIAN PLUMBING MAGAZINE

## ENHANCING CONTENT DIVERSITY

The Australian Plumbing magazine has continued to evolve its content offerings to provide our members with engaging and informative resources. One notable addition has been the introduction of regular gear reviews in each issue.

These reviews focus on practical tools and gadgets that can be used both on the job site and in personal life, such as coffee makers, 12V fridges, and even car ovens. We plan to expand this section further in the coming year, exploring a wider range of interesting and innovative products.

## DEEPENING TECHNICAL EXPERTISE

The core of the Australian Plumbing magazine remains its technical content. Our Master Plumbers Technical Team has expanded its coverage to address a broader range of topics and industry issues. This has been particularly valuable in light of recent industry developments, such as the gas ban. Our articles have played a vital role in helping readers navigate these changes and stay informed about the latest regulations and best practices.

**84,000** physical copies sent via mail

**10,500** digital copies sent via email

**3,847** readers on **issuu.com** platform





# EVENTS

This year saw the continuation of a number of events along with the introduction of some. Events are a great opportunity for our members of the organisation to meet and get to know one another whilst in many cases also finding out what is happening in the industry. Several members have also used these events to find mentors in other members that they can reach out to for advice.

## REGIONAL PUB NIGHTS

The Master Plumbers Regional Pub Nights continued this year, as a part of our commitment to our members that are based in regional Victoria. These nights are a great chance for regional members to get information from commercial supporters, local water authorities as well a technical updates from the Master Plumbers Tech Team.

We will be continuing the Regional Pub Nights for the next year as they have proven to be exceptionally valuable to our members and the local plumbers in regional Victoria.

## GOLF DAY

The Master Plumbers Golf Day returned for another year. This year it was held at Koorringal Golf Club, where 100-plus plumbing and industry professionals met for a day of golf and to raise funds for a mental health charity. Master Plumbers was able to raise \$10,000 for our new charity partner This Is A Conversation Starter, TIACS.

The day was a complete success with teams playing 18 holes of Ambrose, breakfast and lunch and raising money through a charity auction.

## ONLINE EVENTS

This year saw the continuation of a number of online events held in webinar format. These have proven to be quite successful as they eliminate any issues around our members being able to attend due to their location.

When the Victorian Government announced their changes to the gas transition roadmap, many of our members were left wondering what this meant for the industry and their future work prospects. Master Plumbers held a Special Gas Ban Forum that allowed for members to join and discuss the situation and for Master Plumbers Technical Team to disseminate all the information they were able to learn from talking to other industry partners.

This year also saw the launch of a new Incolink sponsored webinar series focusing on a combination of mental health and business wellbeing topics. These webinars are aimed to assist both our members and their admin staff through a range of topics. Sponsorship has been granted for a second season to run in late 2024 into 2025. These have proven to be quite popular with many of our members joining us live or catching the webinars that are stored on the CPD library.

## MASTER PLUMBERS FAMILY WEEKEND & 4WD TRIP

The first Master Plumbers Family Weekend & 4WD Trip was held across three days at Mansfield High Country Holiday Park. The trip saw a convoy of Master Plumbers members and staff exploring Mt. Buller, Craigs Hut, Bindaree Falls and the surrounding area.

This trip proved to be such a success that it has been added to the Master Plumbers calendar for 2025 and will likely become a permanent fixture on all future Master Plumber events calendars.



## EVENT CALENDAR

Major Contractors	20 JUL
Apprentice Awards 2023	28 JUL
Special Gas Ban Forum	10 AUG
Geelong Pub Night	17 AUG
P&G Meeting September	6 SEPT
Security of Payments Workshop	8 SEPT
Peninsula Pub Night	21 SEPT
Major Contractors Meeting	12 OCT
AGM	26 OCT
Bendigo Pub Night	15 NOV
4WD Family Weekend	17-19 NOV
P&G Meeting November	22 NOV
Members Christmas Party	7 DEC
Life Members Christmas Lunch	14 DEC
Major Contractors Annual Meeting	15 FEB
EBA Meeting	15 FEB
HVAC Annual Meeting	21 FEB
P&G Annual Meeting	28 FEB
Golf Day	1 MAR
International Women's Day High Tea	8 MAR
East Gippsland Pub Night	20 MAR
Incolink Webinar 1 – Mental Health	19 APR
Geelong Pub Night	1 MAY
Incolink Webinar 2 – Cyber Security	17 MAY
ACCI Workshop	30 MAY
P&G Meeting June	5 JUN
Hamilton Lunch	11 JUN
ACCI Webinar	20 JUN
Shepparton Pub Night	27 JUN







# APPRENTICE AWARDS

The 2024 Apprentice Awards was a sold out event! All tickets were sold within a week of opening sales and filled the 240 seat venue capacity. This year's Awards were different to past years with a more formal, sit-down dinner format. Held at the Melbourne Zoo, it was great to see so many apprentices, business owners and members in attendance. The apprentice finalists and winners were all celebrated, highlighting the achievements of the next generation of plumbers who excel in their trade.

The night included special guest speaker Mark "Squiz" Squirrell (OAM), he took attendees on a journey of his experiences including serving as an Officer with the Australian Special Forces, working as a humanitarian aid worker and successfully climbing Mount Everest in 2006. Mark was able to use his experiences in alignment with the journey that our plumbing apprentices are commencing on and provide some really inspirational and encouraging words of advice to the audience.

The big winner of the night was Michael Macdonald from Reliable Plumbing who received three Awards on the night including the very prestigious and highest honour Andrew Letten Gold Medal Award.

Great initial feedback has been received by our corporate sponsors on the night and there is already interest in next year's event. Given the success of this year's new format and the demand for tickets, the team will be scoping a larger scale event next year.

## MASTER PLUMBERS AWARDS

### FRANK MASKELL GENERAL PLUMBING AWARD

**WINNER:** Michael Macdonald,  
Reliable Plumbing

**Sebastian Battista**, Battista P&G  
**Thomas Biss**, McCarthy Plumbing Group

### NA SMITH GAS AWARD:

**WINNER:** Heath Younger,  
One Airconditioning

**Brenton Reid**, Plumbwell Gaswell  
**Kai Hamriding**, McDonald Plumbing

### MECHANICAL SERVICES AWARD

**WINNER:** Benjamin Cortese,  
Beachside Plumbing

**Robert Lie**, D&E Airconditioning

### ROSE CURTIS AWARD

**WINNER:** Kira Wetzell,  
REX Plumbing

**Hope Karis**, A.F.L Plumbing  
**Lara Smyth**, Hey Sista Plumbing

### ANDREW LETTEN GOLD MEDAL

**WINNER:** Michael Macdonald

## MASTER PLUMBERS RTO MOST OUTSTANDING AWARDS

### 1ST YEAR APPRENTICE AWARD

**WINNER:** Jakob Juzva,  
Hilton Plumbing & Earthmoving

**Charlie Ackerman**, Cooke & Dowsett  
**Justin Slaveski**, Darebin Gas

### 2ND YEAR APPRENTICE AWARD

**WINNER:** Taylor Moxon,  
Cooke & Dowsett Plumbing Group

**Dale Burke**, M&L Scott  
**Brendan Thompson**, Cooke & Dowsett

### 3RD YEAR APPRENTICE AWARD GENERAL PLUMBING

**WINNER:** Travis Blackney,  
Detector Inspector

**Oscar Besanko**, Cooke & Dowsett  
**Espen Gelsi**, Jezza's Plumbing Lab

### 3RD YEAR APPRENTICE AWARD MECHANICAL SERVICES

**WINNER:** Kyan Spooner,  
D&E Airconditioning

## PLUMBING APPRENTICESHIPS VICTORIA AWARDS

### SIR ROHAN DELACOMBE 1ST YEAR AWARD

**WINNER:** Bailey Mains,  
DanSa Plumbing & Drainage

**Jordan Gardner**, Parklane Plumbing Services  
**Justin Slaveski**, Darebin Gas

### PETER PRATT 2ND YEAR AWARD

**WINNER:** Gini Eynstone,  
Minte Services

**Mitchell Prince**, East Plumbing Co.  
**Matt Scane**, Project Plus Plumbing Services

### DON PRITCHARD 3RD YEAR AWARD:

**WINNER:** Kallista Jensen,  
Rex Plumbing

**Martin Brennan**, AC Goulding  
**Mason Dervish**, Transplumb Events  
**Corey James**, Commercial Hot Water  
**Clint Maloney**, Geschke

### ALFRED ATHERTON 4TH YEAR AWARD

**WINNER:** Michael Macdonald,  
Reliable Plumbing

**Jessah Iliopoulos**, Cooke & Dowsett  
**Pasquale Angelino**, Trio Plumbing

## 2024 PAV & PAQ GRADUATING APPRENTICES

Alexander Fernandez, Aigofie Aigofie, Anthony Cowie, Anthony O'Shea, Austin King, Brendan Baker, Bolin Zhou, Kelvin Wu, Daniel Brekalo, Dylan Birkin, George Kabbadias, Harry Leonhardt, Jack Forbes, Jack Van Der Ree, Jessah Iliopoulos, Jordan Peterson, Joshua Seganfreddo, Julian Hatton, Justin Coleiro, Michael Macdonald, Michaela Healey, Samson Borg, Shi Tong, Thomas Macleod, Thomas McLean, Timothy Jones, William Bertoa, Zac Walker



**Andrew Letten**  
Gold Medal Award

**Michael Macdonald**  
Reliable Plumbing

**2024 WINNER**

plumbing apprenticeships VICTORIA  
Don Pritchard Award  
**KALLISTA JENSEN**  
In recognition of the most outstanding 2nd Year Apprentice 2024  
master plumbers

master plumbers  
Rose Curtis Award  
**KIRA WETZEL**  
2024

plumbing apprenticeships VICTORIA  
Peter Pratt Award  
**GINI EYNSTONE**  
In recognition of the most outstanding 2nd Year Apprentice 2024  
master plumbers



# CORPORATE AND INDUSTRY PARTNERS



Master Plumbers could not provide the level of service to its members without the support of our corporate and industry partners.

From everything including tools and supplies provided to the RTO to the sponsorship of events to providing training found on our CPD portal, our sponsors play a pivotal role.

Moreover, our partners foster a sense of community and collaboration with industry. It is only with the assistance of our partners can we make sure that our members are being supported by the key names in the plumbing industry.

We will continue seek additional corporate and industry partners which share the values and ethos of Master Plumbers over the coming year in order to deliver more and more benefits to members.

Our relationships with our fellow industry associations are strong and will continue to develop further over coming years. We work closely with Master Builders, NECA, NECA Education & Careers, AMCA, AHSCA, BPAA and many others to increase the strength and sustainability of the building and construction industry over years to come.

We also have very close relationships with key business and employer peak bodies such as the Australian Chamber of Commerce and Industry, the Victorian Chamber, Business Council of Australia and others. When it comes to training and issues of mutual interest, we join forces with our colleagues in the union movement and its peak bodies to ensure member interests are represented.

## THANK YOU TO OUR PARTNERS FOR THEIR SUPPORT

Abey Australia

Allproof Industries Pty Ltd

Ampol

AroFlo

Australian Gas Networks Limited

Austworld

Barwon Region Water Corporation

Bridgestone Australia Limited

Caroma

Cbus

Commercial & General Collections Pty Ltd

Couta Group Pty Ltd

Elson Australasia Pty Ltd

Emerson + Rigid + Ridge Tool Australia Pty Ltd

Fergus Software

Fleet Card

GRAF Australia Pty Ltd

Greater Western Water

Halgan Pty Ltd

Harvey Norman Commercial Project Division

HazardCo Australia Pty Ltd

IAPMO RGT Oceana Pty Ltd

In-Sink Erator

Incolink

Kingspan Environmental

LaTrobe Health

Level Playing Field

Lixil Australia

Marsh Advantage Insurance Pty Ltd

Master Builders Queensland

Milwaukee Power Tools

National Australia Bank

Officeworks

PBA Safety Pty Ltd

Pipe Core

Plumbing Plus

Podium

Reece Group

RELN Pty Ltd

Rheem

Rinnai Australia

Robert Bosch Australia Pty Ltd

Roca Bathroom Products Australia

RSEA Safety

Rusty Australia + TradeR

Saniflo (Australasia) Pty Ltd

Seeley International Pty Ltd

Simply Finance & Automotive

simPRO Software Pty Ltd

South East Water Corp

Stainless Steel Wire & Mesh Pty Ltd

Stratton Finance

Testo

Toyota Motor Corp Australia Ltd

Tradie Wraps

Trak

Viega Pty Limited

Viessmann Australia Pty Ltd

Yarra Valley Water Corporation

Zip Water

# INVESTING IN OUR TEAMS AND CULTURE

Our team at Master Plumbers is committed to supporting our staff, our apprentices, our members and the broader industry they serve. Over the past year, we have invested heavily in the professional development, training and wellbeing of our people and we continue to enhance our employee value proposition to ensure we attract and retain the best people.

In supporting our members' businesses, it is critical that Master Plumbers leads by example in terms of our systems, processes and use of technology. In the past year we have expanded our in-house HR capability, invested in new cyber-security programs and deployed our new Corporate Values and Behaviours. We have also rolled out the largest program of process improvements and system integration in our history to optimise our efficiency and create more bandwidth to serving our members.

## CYBER SECURITY

Technology is advancing at a rapid rate, bringing with it an endless array of enhanced tools and capabilities as well as the growing threat of cyber-crime. Cyber Security is one of the main areas we have invested in given the growing risk. Using the highly recommended ASAP program (Automated Security Awareness Program) with Knowbe4, all staff are enrolled in regular training and testing to improve and maintain awareness around the threats. Cyber training helps employees detect and safely remove phishing attacks which aim to trick employees into revealing sensitive information. We are exploring ways to extend this expertise and these services to help members better protect their businesses from cyber attacks.

## POSITIVE DUTY OF CARE

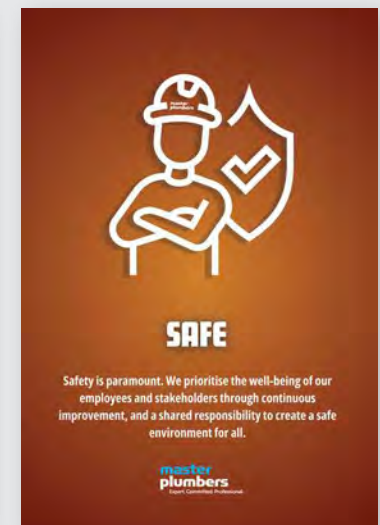
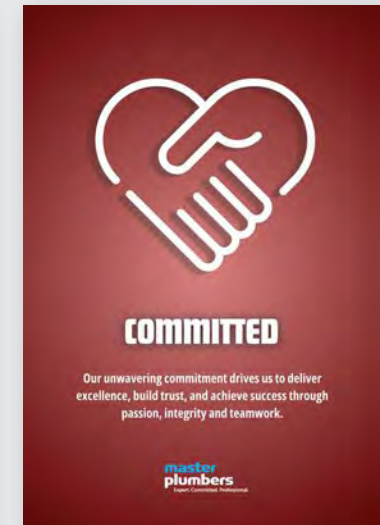
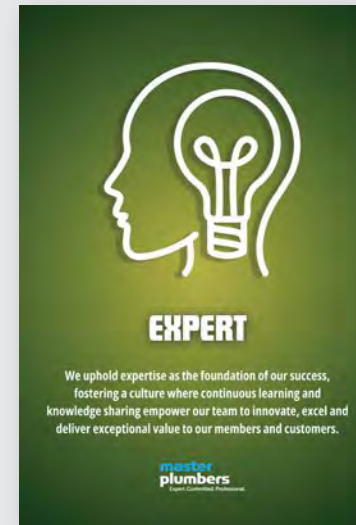
New legislation such as Positive Duty has imposed additional obligations on organisations to provide an ongoing strategy and reporting for increasing workforce diversity and reducing the risk of harassment in the workplace. This is great news for the industry and has provided us with another way to lead from the front as an industry focused organisation with an active Women in Plumbing program that has been operating for over 2 years.

Master Plumbers undertook extensive training across the entire organisation from the board of directors all the way through the office staff and trainers to ensure that we continue to foster an inclusive and safe workplace for all.

## ONE TEAM CULTURE

Master Plumbers is very proud to have launched the next phase of our "One Team" strategy with the release of our Corporate Values and Behaviours. These values which were shaped with input from all staff, Board and key stakeholders guide how we work together, interact with one another, and achieve our shared goals. By establishing and reinforcing shared core values, we aim to align our organisational culture, foster collaboration, and ensure that every team member works towards common goals with a unified purpose.

The core values of Expert. Committed. Professional. Safe. reflect the same standard our members are held to when they choose to join Master Plumbers. They will be rolled out across our businesses and embedded into everything from the way we shape our planning and goals to the way we reward and recognise the efforts of our staff.





# CORPORATE GOVERNANCE

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

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



**NORM ANDERSON**  
PRESIDENT

With over 44 years of experience in the commercial plumbing industry, Norm has spent more than 22 years as the owner of a leading tier 1 commercial plumbing company. He currently serves as the director of Commercial Hot Water & Maintenance Pty Ltd, where they specialise in commercial hot water systems, offering energy efficiency, and sustainability systems. Norm is an active member of the Construction Division, a representative on the National Council, and a member of both the Plumbing Advisory Council and the VBA Plumbing Special Advisory Panel (PSAP).



**DANIEL SMOLENAARS**  
VICE-PRESIDENT

Daniel, the Managing Director of Tequa Plumbing and Civil, has over 30 years of experience in the plumbing industry. Based in Gippsland, this family-run business has been serving the region for 50 years. The team specializes in all aspects of plumbing maintenance, as well as commercial building projects and a wide range of engineering services in the civil sector. Over time we have expanded our offerings and placed a strong emphasis on investing in the growth and development of our people to nurture our future leaders.



**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.



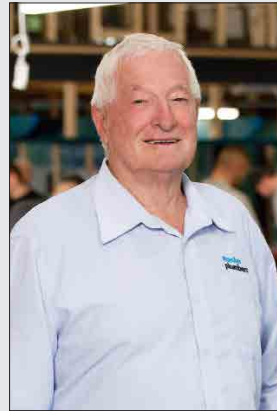
**GRANT DONALD**  
HON. TREASURER

Grant is a licenced plumber who has been in the plumbing industry for 48 years. He is a Director of Premier Plumbing Service a 4th generation family run commercial plumbing business in Ballarat. Proudly, their membership with Master Plumbers has continued unbroken for more than 73 years. Grant is the Honorary Treasurer and a member of the Major Contractors Division. Grant is also a Director on the board of LeavePlus (formerly CoINVEST) and a member of the Remuneration, People & Culture Committee. Grant is also a member of the Australian Institute of Company Directors and serves as a Justice of the Peace.



**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.



**KEVIN SHINERS**  
DIRECTOR

Kevin's company, Shiners Plumbing, has been a Master Plumbers member since 1953. In 2002, Kevin was presented with the Hygieia Award for outstanding voluntary services for the development of the plumbing industry and in particular, recognition of his dedicated involvement in pursuing improvements in apprentice training for the industry. Kevin was granted Life Membership in recognition of his continuing contribution to the association. In 2019 Kevin was presented with a Service Award in the Premier's Volunteer Champions Awards for his contribution to the plumbing industry.



**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.



**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.



**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

National Council is comprised of up to 20 Councillors elected by members for a two-year term from each member category. The role of National Council is to oversee the policy and advocacy activities of the Association and to determine specific aspects of the Association's governance, including its AGM and elections. The Association Secretary is also a non-voting member of National Council.

## 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 2023/24, 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

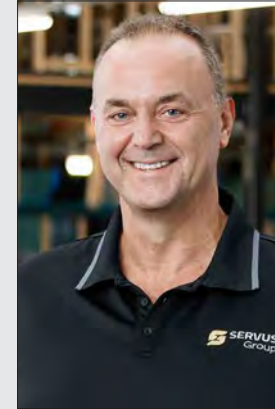
The insurance group helped shape Master Plumbers Discussion paper on critical insurance issues affecting our industry and continues to actively work towards a sustainable solution to these issues.

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



**PHILL CRAIG**

NATIONAL COUNCIL REPRESENTATIVE

Phill has carried a passion for people, plumbing and business for over 30 years and is the Director at Servus Group 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.



**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



**TIM WILKEN**  
NATIONAL COUNCIL REPRESENTATIVE

Tim has been plumbing in the Hamilton region for over 16 years and has been working in his own business Wilken Plumbing for 9 years. Being located in the southwest of Victoria Tim specialises in all forms of plumbing, servicing both residential, agricultural & industrial plumbing needs of the surrounding area. Tim has spent both time and money over the years to give back to his local community through the sponsorship of various local sporting clubs and organisations. Since joining Master Plumbers back in 2015, Tim has decided to give back to the association and join the National Council in 2023.



**LUKE KENNEDY**  
NATIONAL COUNCIL REPRESENTATIVE

Luke Kennedy, owner of Jet Plus Plumbing, has been a dedicated plumber for 15 years and established the business in 2017. Jet Plus Plumbing specializes in residential, commercial, and industrial maintenance, including pipe relining. The company won the Australian Trades Small Business Champion Award in 2023, and Luke received the National Trade Leader Award in 2024. A Master Plumbers member since 2020, he joined the National Council in 2023, showcasing his commitment to the profession. Luke's focus on customer satisfaction and quality craftsmanship embodies the Master Plumbers' values of being expert, committed, and professional.



**MARK HUMPHERY**  
NATIONAL COUNCIL REPRESENTATIVE

Mark Humphery joined Master Plumbers in 2019. Mark started his apprenticeship in 1972 with the well-renowned Melbourne plumbing company VG Burdens in Ringwood. In 1984 he founded RGT Plumbing & Gasfitting which specialises in developments, Government contracts, sewer connections and real estate maintenance, which it still does today. Mark has extensive experience and knowledge around large government projects and now brings his knowledge and expertise to the Master Plumbers National Council.



**BERNIE PHYLAND**  
NATIONAL COUNCIL REPRESENTATIVE

Bernie has been in the plumbing industry for over 47 years, having completed his apprenticeship in 1981. After undertaking a variety of plumbing positions and works throughout Australia he began his own plumbing and gas fitting business in 1985. His business, in the eastern suburbs of Melbourne, continues to provide plumbing support to the community to this day. Bernie is committed to the industry that has rewarded him over the years. He is looking forward to contributing to the great work of the National Council and sharing his knowledge and experience for the advancement of plumbing.



# FINANCIAL REPORT

Statement of profit or loss and other comprehensive income for the year ended 30 June 2024

REVENUE	2023 (\$)	2024 (\$)
Operating Revenue		
Government grants	2,807,247	1,153,159
Apprentice and tradesmen hire	10,359,928	10,753,428
Members' subscriptions and related services	1,349,695	1,529,550
Training	4,258,963	4,374,295
Magazine advertising	211,941	256,055
Other Revenue		
Investments & property rental	341,030	448,197
Royalties	255,594	269,568
Other revenue	138,892	307,693
<b>TOTAL REVENUE</b>	<b>19,723,290</b>	<b>19,091,945</b>
<b>EXPENSES</b>		
Employee expenses	15,132,870	15,878,101
Occupancy expenses	222,494	221,920
Professional services & legal fees	479,546	395,998
ICT expenses	177,702	200,152
Motor vehicle expenses	81,184	84,523
Administration & other expenses	3,212,637	2,616,310
<b>TOTAL EXPENSES</b>	<b>19,306,433</b>	<b>19,397,004</b>
Profit before income tax	416,857	-305,059
Income tax expense		
Gain/(loss) on revaluation of land & buildings		153,976
Gain on revaluation of financial asset	64,457	73,796
<b>TOTAL COMPREHENSIVE INCOME</b>	<b>481,314</b>	<b>-77,287</b>

Statement of financial position as at 30 June 2024

CURRENT ASSETS	2023 (\$)	2024 (\$)
Cash and cash equivalents	2,791,318	2,297,511
Trade and other receivables	2,865,045	3,379,658
Other assets	174,026	274,180
Financial assets	508,762	510,490
<b>TOTAL CURRENT ASSETS</b>	<b>6,339,151</b>	<b>6,461,839</b>
<b>NON-CURRENT ASSETS</b>		
Financial assets	4,388,563	3,980,015
Property, plant and equipment	3,067,202	3,121,279
Investments	9,113,980	8,970,588
Intangibles	411,387	295,982
<b>TOTAL NON-CURRENT ASSETS</b>	<b>16,981,132</b>	<b>16,367,864</b>
<b>TOTAL ASSETS</b>	<b>23,320,283</b>	<b>22,829,703</b>
<b>CURRENT LIABILITIES</b>		
Trade and other payables	2,554,177	1,960,109
Employee benefits provisions	1,058,727	1,272,127
<b>TOTAL CURRENT LIABILITIES</b>	<b>3,612,904</b>	<b>3,232,236</b>
<b>NON-CURRENT LIABILITIES</b>		
Employee benefits provisions	89,475	56,850
<b>TOTAL NON-CURRENT LIABILITIES</b>	<b>89,475</b>	<b>56,850</b>
<b>TOTAL LIABILITIES</b>	<b>3,702,379</b>	<b>3,289,086</b>
<b>NET ASSETS</b>	<b>19,617,904</b>	<b>19,540,617</b>
<b>EQUITY</b>		
Retained earnings	19,745,164	19,440,105
Reserves	-127,260	100,512
<b>TOTAL EQUITY</b>	<b>19,617,904</b>	<b>19,540,617</b>



Being a member of the Master Plumbers provides unparalleled advantages for professionals in the plumbing industry. The organization offers valuable networking opportunities, connecting members with peers, suppliers, and industry experts, fostering both professional and business growth. Their efforts ensure that members' interests are represented in policy decisions, while exclusive discounts on tools, equipment, and services deliver tangible savings.

Overall, membership enhances credibility, supports business expansion, and keeps plumbers at the forefront of industry developments.

## **Wayne Hutchinson**

Tullamarine Plumbing & Drainage





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

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