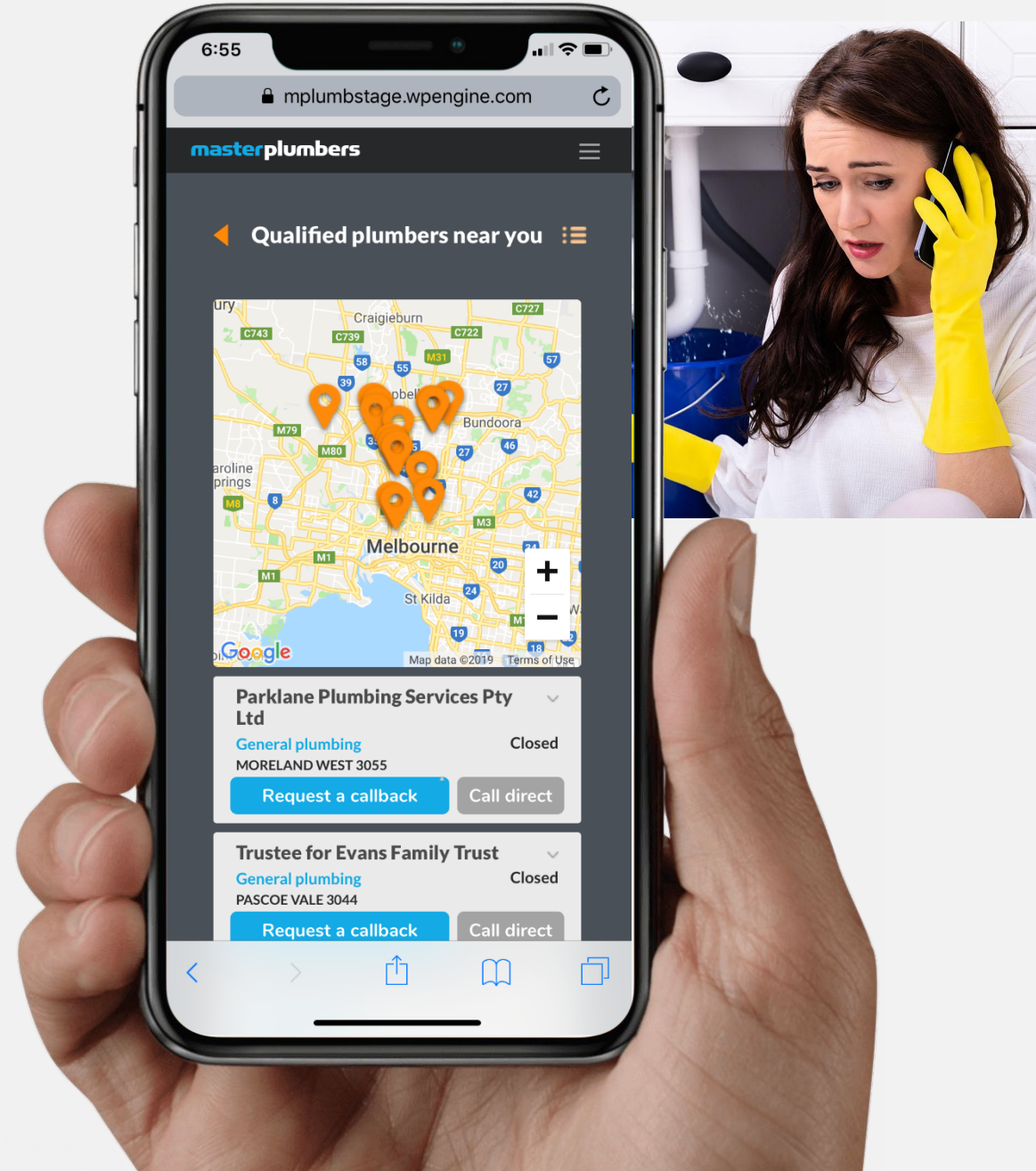


*A guide for members of Master Plumbers*

# Find a plumber

**What is it and  
How does it work?**

April 2026



# How does it work?

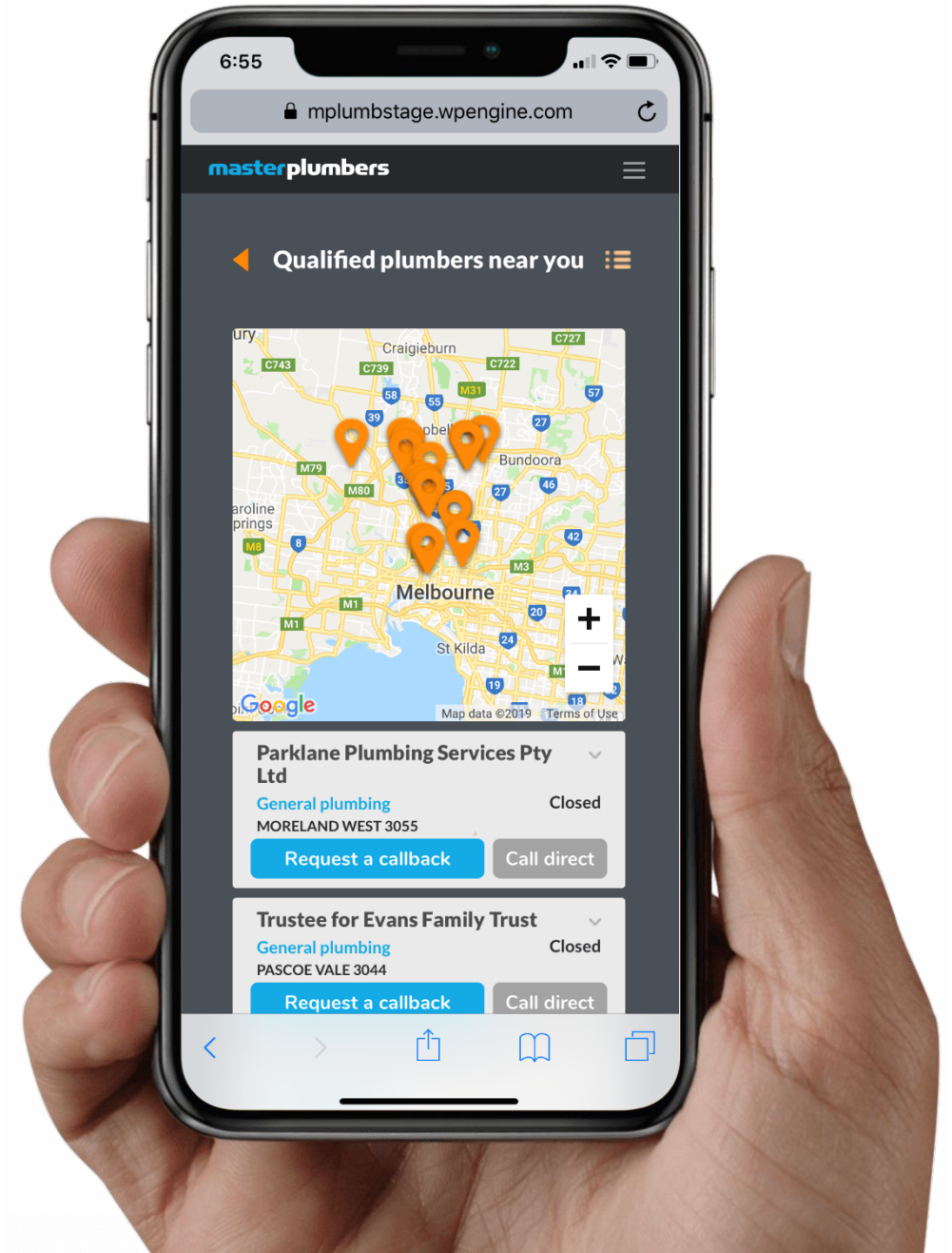
The new finder, or lead-generation tool, puts members in front of qualified leads, fast. Consumers can search for the service they need and lets them choose a plumbing specialist from the list.

Members simply follow SMS prompts sent to their mobile. The prompts ask if you accept an incoming plumbing request

**Want the job? Click 'yes' to receive the customers details so you can call and book in the job.**

Can't or don't want the job? Click 'no' and the system will send the job to the next plumber in the queue.

Easy? We hope so. And we're only a call away if you have any questions.



# Receiving a job

1

You receive an SMS with the location and type of work required.  
Click the 'YES' link to accept or 'NO' to pass

2

You will receive a confirmation and the customer's number.  
Make sure you call them within 2hrs.  
You can also choose to reject job.

3

We then follow up to confirm the request has been actioned. Please confirm or reassign it to another Master Plumber.

MP

Master Plumbers

Wed, 4 Nov, 12:23pm

Job #848  
Plumbing request in 3005  
Type: Want's a local plumber  
Can you call now?  
YES: <http://m-p.ip/kCo0HG>  
NO: <http://m-p.ip/kCo0HG>

Job #848  
Great! Call Kyle Gillis within 2 hours 0422672359  
  
Changed your mind or can't take the job? or let us reassign it  
CLICK: <http://m-p.ip/kCo0HG>

Wed, 4 Nov, 2:23pm

Job #848  
Just checking you called Kyle Gillis.  
Are you keeping the request?  
YES: <http://m-p.ip/kCo0HG>  
NO, reassign it to another Member <http://m-p.ip/kCo0HG>



Thank you for accepting this job

Please wait for the customer details to be sent to you via SMS

# Updating your profile

find-a-plumber is designed to match you with a consumer's request for a specific service, such as: gas specialist, roofing specialist or fire sprinkler system specialist etc.

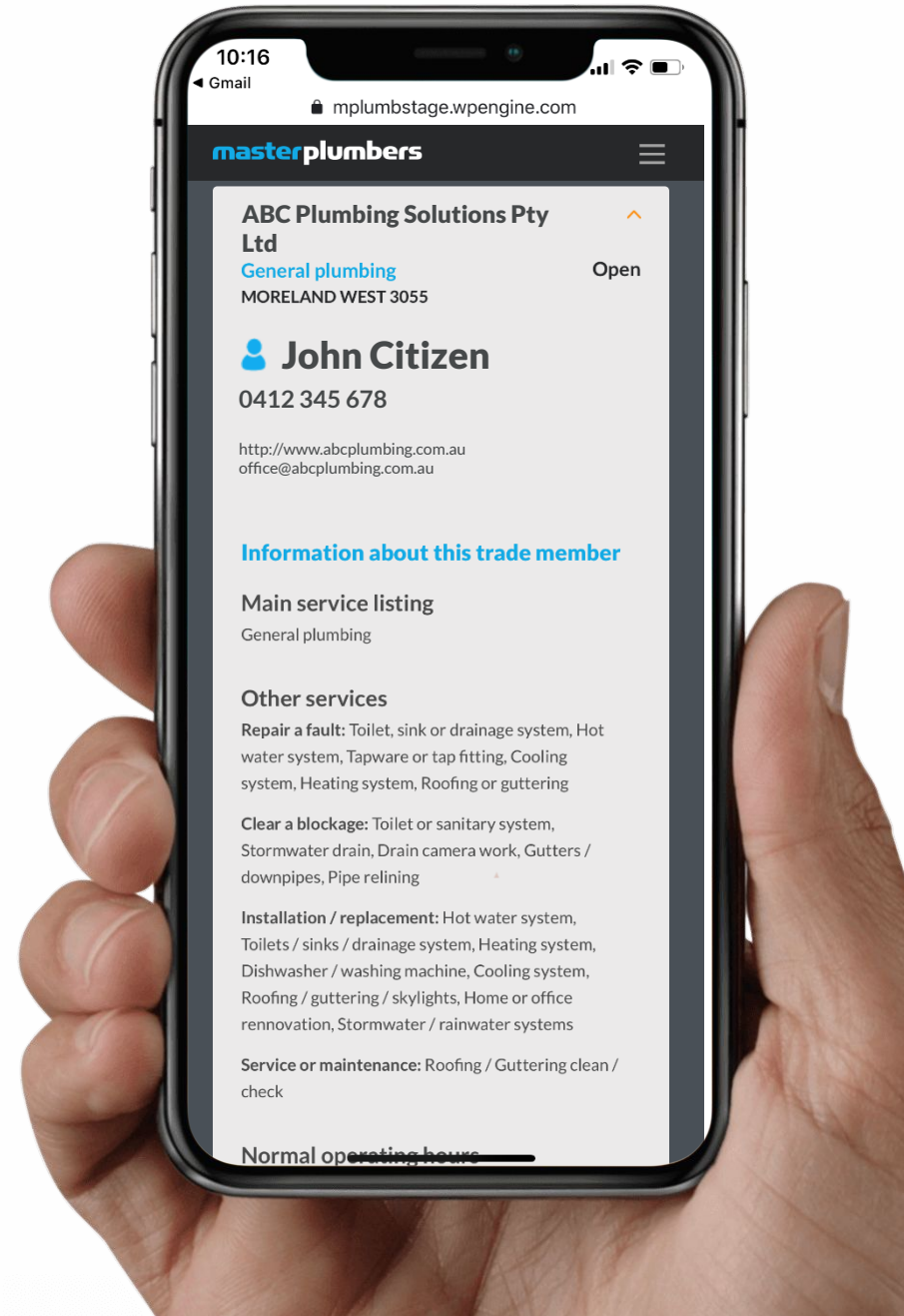
We understand that everyone operates their business differently, so we want to make sure that your business profile is optimized to deliver you appropriate leads when you are available to action them.

- Can you service gas appliances or are you more of a general plumber?
- Do you work weekends and public holidays or standard 7am to 5pm?

Only you can tell us, so log in and let the public know you're available!

Updating your profile only takes a few minutes and ensures your information is up-to-date.

**Call the membership team on (03) 9329 9622 to update yours today.**



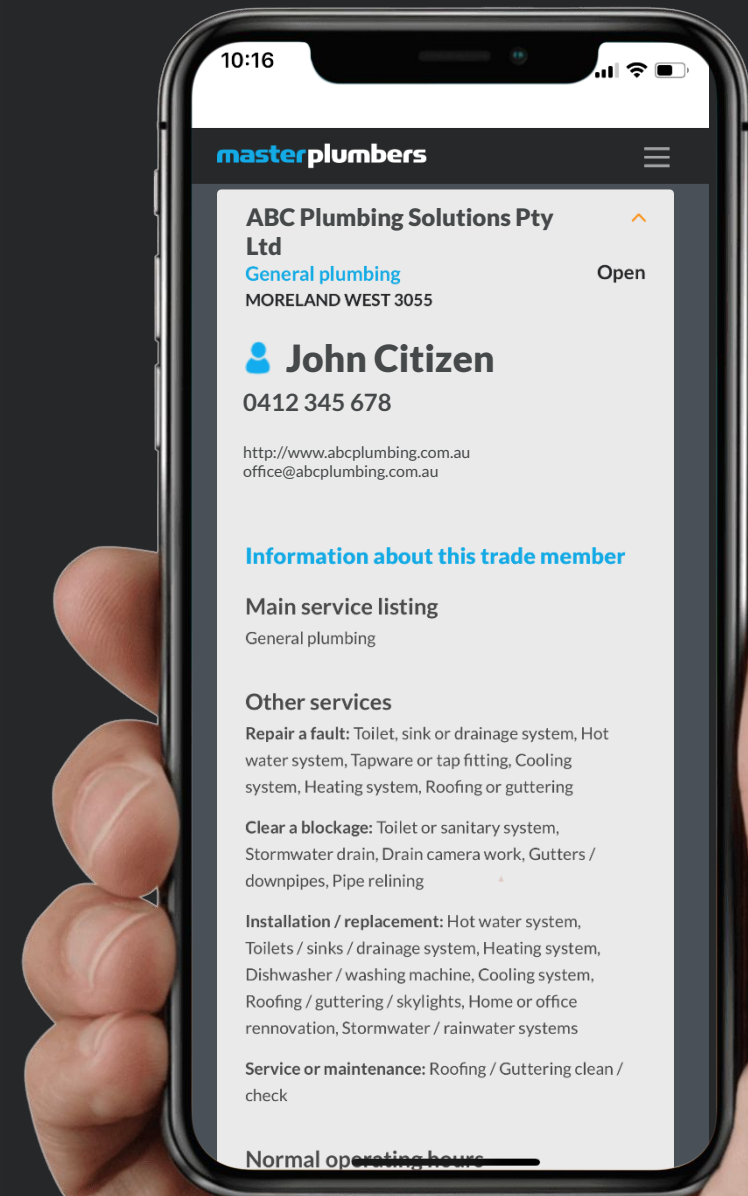
# How are profiles listed?

Each time a customer performs a search via find-a-plumber, the website automatically generates a list of Master Plumbers profiles that are matched to the consumer's search criteria.

Profiles are listed by:

1. **Primary Zone** matching the consumer's postcode;
2. **Primary service** offering match; and
3. **Matching service offering**

Please note: Complete and accurate profiles rank more highly in the listing. We recommend you only offer services you are fully certified to undertake, and only select service areas that you regularly service.



# Accessing the find-a-plumber dashboard

When you log into the member portal

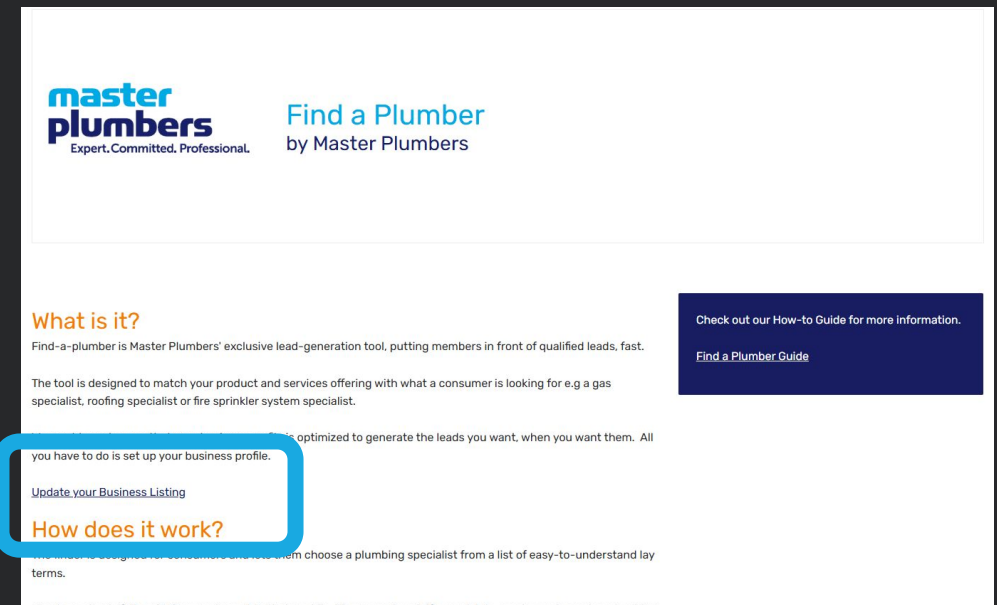
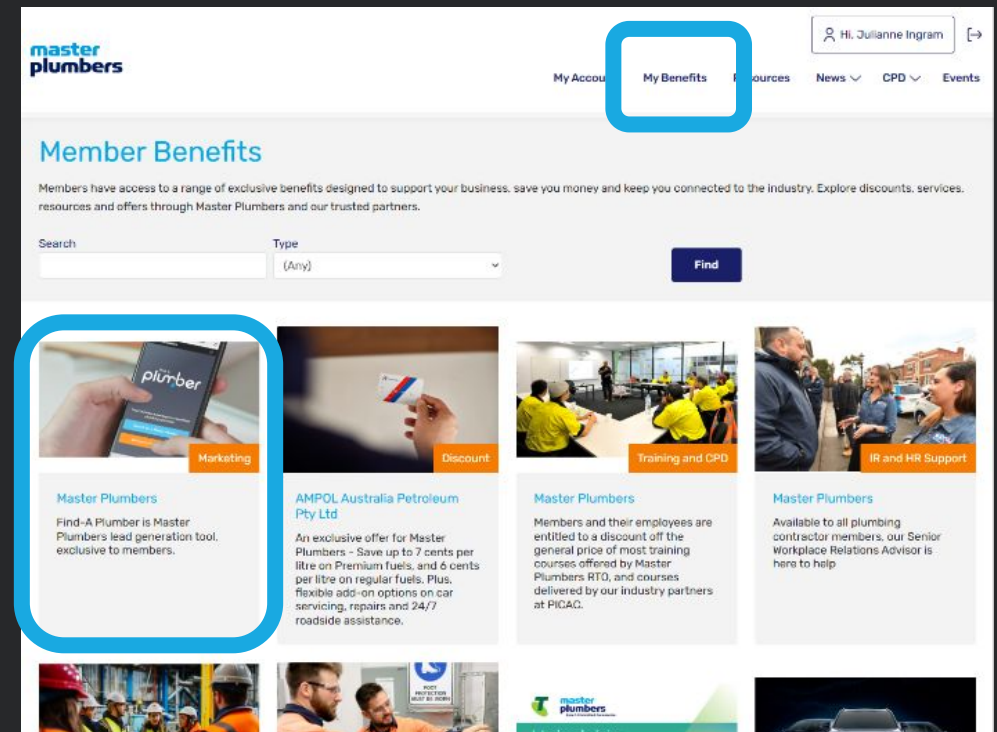
1. Click "Member Benefits"
2. Click "Find a Plumber"
3. Click "Update your business Listing"



1

2

3



# Navigating the find-a-plumber dashboard



# Editing your profile

It's important that the information on your profile is always up to date as this is how prospective customers (and the find-a-plumber tool) will be able to contact you.

The primary contact is the person who usually answers consumer phone calls, typically the business owner, senior plumber or receptionist. This will be the point of contact in your business who receives the SMS plumbing requests from find-a-plumber.

**As the system utilizes SMS to communicate, the primary contact number must be a mobile.**



## Find-a-plumber Primary contact

This is the person who usually answers customer phone calls, typically the business owner, senior plumber or receptionist.

Plumbing business name

Plumbing company name

First Name

Jack

Last Name

Pilkington

### Phone Numbers

SMS Number

0412333999

SMS plumbing requests will be sent to this phone.

TIP: When going on holidays, change this number to a trusted colleague or senior staff. Click [here to find out more](#)

Alternative/Business Phone

0397955555

### Email

Primary email address

Jack@plumber.com.au

### Website url

Website

https://jacksplumbing.com.au/

Update profile

Required field

### Plumbing business logo



Choose another logo

No file chosen

Choose file

JPG, PNG or GIF. Maximum file size 2MB

300px wide by 300px high

Remove Logo

### Primary Address

This will set your pin position on the map view.

Your Address

123 Jacks Street

Suburb

Wandong

Victoria

Postcode

3758

# Editing your general services

In the general services section, you are required to select one primary service that will act as your default specialty and appear at the top of your list of plumbing services.

Then make your way through each of the work categories and select each of the types of work that you wish to be sent work requests for.

**Members can opt-in or opt-out of any service, at any time by re-visiting this page.**

Some services, including those in specialized and restricted classes, will require verification by Master Plumbers before they appear on your business profile.



## Find-a-plumber

### General services and hours

#### Select a primary service

Your primary service will appear at the top of your list of plumbing services

General plumbing

#### Repair a fault [Select all](#)

- Toilet, sink or drainage system
- Hot water system
- Cooling system
- Roofing or guttering
- I'm not sure / something else
- Gas appliance
- Tapware or tap fitting
- Heating system
- Fire sprinkler system

#### Clear a blockage [Unselect all](#)

- Toilet or sanitary system
- Drain camera work
- Pipe relining
- Stormwater drain
- Gutters / downpipes
- Something else / I'm not sure

#### Installation / replacement [Select all](#)

- Gas appliance
- Toilets / sinks / drainage system
- Dishwasher / washing machine
- Roofing / guttering / skylights
- Hot water system
- Heating system
- Cooling system
- Home or office renovation

# Editing your working hours

Further down the general services page, **you must indicate the days of the week that you work and the span of hours of each day that you are available.**

There is also a section that covers all of the public holidays in Victoria. If you're available to work on these days, select them.

When completed, select 'Update profile'.

## Normal working hours [Unselect all](#)

Your profile will be visible during these times and days of the week

- Monday
- Tuesday
- Wednesday

12:00 AM

- Saturday

12:00 AM

- Sunday

12:00 AM

- Thursday
- Friday

11:59 PM

11:59 PM

11:59 PM

## Do you normally work public holidays? [Select all](#)

'Tick' each day do you want to receive SMS notifications.

- I work Melbourne Cup
- I work Boxing Day
- I work Australia Day
- I work Good Friday
- I work Easter Monday
- I work Queen's Birthday
- I work Friday before the AFL Grand Final
- I work Christmas Day
- I work New Year's Day
- I work Labour Day
- I work Easter Sunday
- I work ANZAC Day

Update profile

# Editing your fast response services

The distinction for fast response services is, speed to respond. Agreeing to fast response plumbing requests means you to be able to respond to urgent plumbing requests in a very short time.

**Ideally, you should be replying to SMS notifications and calling consumers within 2 minutes.**

If you wish to take part in the fast response services section of find-a-plumber, you must select 'Yes' in the agreement prompt and select the services that you provide fast response services for.



## Find-a-plumber

### Fast response services & hours

You will only receive SMS requests for rapid response plumbing duties during these hours. TIP: If you're going on holidays, assign your mobile number to a trusted colleague or senior staff. Or you can press pause while you're away.

Fast Response Plumbing services require a fast response. The tasks and duties required are no different to regular plumbing duties you or your staff perform each day. The distinction for Rapid Response Plumbing services is, speed to respond.

Only complete this section if you are able to respond to urgent plumbing requests in a very short time. Ideally, you should be replying to SMS notifications and calling customers in under 2 minutes.

If you agree with the Master Plumbers Promise to customers, you are encouraged to add Fast Response services to your listing.

#### Do you want to receive emergency requests

Yes ▾

[Click here to read our Promise to customers](#)

#### Fast response services [Select all](#)

\*All Fast response services listings require administrator approval.

- Gas leak
- Burst or leaking water service
- Blocked toilet or drain
- Roofing leak
- I just want a local plumber, Fast

#### Fast response working hours [Unselect all](#)

Your profile will be visible during these times and days of the week

- Monday 12:00 AM ▾
- Tuesday 12:00 AM ▾
- Wednesday 12:00 AM ▾
- Thursday 11:59 PM ▾
- Friday 11:59 PM ▾
- Saturday 12:00 AM ▾
- Sunday 11:59 PM ▾

# Editing your fast response service working hours

Further down the fast response services page, you must indicate the days of the week that you are prepared to respond to fast response service calls work and the span of hours of each day that you are available.

When completed, select 'Update profile'.

**Fast response working hours** [Unselect all](#)

Your profile will be visible during these times and days of the week

<input checked="" type="checkbox"/> Monday	<input checked="" type="checkbox"/> Thursday
<input checked="" type="checkbox"/> Tuesday	<input checked="" type="checkbox"/> Friday
<input checked="" type="checkbox"/> Wednesday	
12:00 AM	11:59 PM
<input checked="" type="checkbox"/> Saturday	
12:00 AM	11:59 PM
<input checked="" type="checkbox"/> Sunday	
12:00 AM	11:59 PM

[Update profile](#)

- Required field
- Admin approval required
- Pending Administrator approval

[Preview my profile](#)

# Editing your primary service area zone

Your primary service area is the area in which you do the majority of your work.

If you cover a large area, choose the zone (council area) that you are physically closest to.

You will appear in the top searches for requests in your primary zone.

## Find-a-plumber

### Find-a-Plumber Primary Zone

Your profile will automatically appear in online-search results for plumbing requests in your Primary Service Area. Your Primary Service Area has been preselected as the best possible match for your business.

#### Your primary service area

Which service area do you conduct most of your business in? Select 1 local council area from the map. Your profile will rank highly in all search results for this area. [Additional areas](#) are optional.

Select your primary service area  ✓  
Mitchell Shire Council

Tick indicates areas approved by administrator

Pending Administrator approval

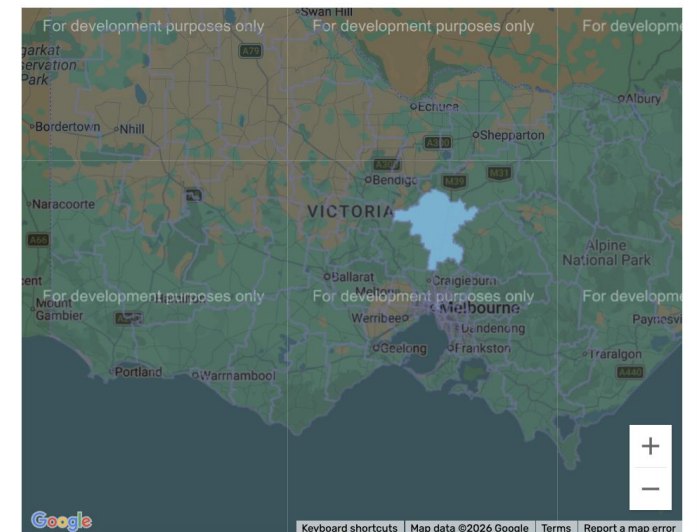
Pendings to Remove  
Mitchell Shire Council

Save

Required field

PREVIOUS PAGE

NEXT PAGE



Council, Suburb, town, or postcode

SEARCH

# Editing your additional service area zones

As a default, you are able to select up to 4 additional service areas. If you wish to include more areas they must be approved by the membership team.

Each additional zone includes all relative surrounding zones. Your business profile will appear in all zones that border your secondary zones.

**We recommend you only select zones that are regularly serviced by your business.**

## Find-a-plumber

### Find-a-Plumber Additional Zones

Select additional service areas for your business. Your profile will be linked to all plumbing searches within these areas.

#### Additional service areas

To broaden your coverage, you are encouraged to add additional areas regularly serviced by your business. An unlimited number of areas may be requested. It is advised NOT to add areas you can't attend to quickly.

\*Administrator approval required. A Master Plumbers representative will contact you soon to confirm your request.

[Click here for more information on Surrounding Service Areas](#)

Select additional service areas

- Whittlesea City Council ✓
- Greater Bendigo City Council ✓

✓ Tick indicates areas approved by administrator

○ Pending Administrator approval

Send request

● Administrator approval required



# Questions?

Contact the Master Plumbers Membership Team

**(03) 9329 9622**