



Because public health matters.

Since 1901

Annual Report 2023.

Contents

<i>Vision, Mission & Values</i>	3
<i>Our Strategic Goals</i>	3
<i>President's Report</i>	4
<i>Chief Executive Officer's Report</i>	6
<i>Governance</i>	8
<i>Remembering Kyla Jones</i>	10
<i>Financial Performance</i>	11
<i>Major Achievements</i>	12
<i>Communications</i>	13
<i>Engagement with Government</i>	13
<i>Policies</i>	14
<i>Submissions</i>	14
<i>Looking Ahead</i>	15
<i>Associate Members</i>	15



The Master Plumbers and Gasfitters Association of Western Australia (Union of Employers)

Address Level 3, 353 Shepperton Road, East Victoria Park WA 6101 Phone: (08) 9471 6661 www.masterplumbers.asn.au

Postal Address PO Box 5218, East Victoria Park WA 6981

ABN 13 804 458 187

Vision, Mission & Values

Vision

We are an effective and respected advocate and information source for the Western Australian plumbing and affiliated industries.

Mission

- To ensure our industry's needs are met during the creation of regulatory and legislative policies, standards and technical documents
- To ensure our industry's training and education provide the best possible skills, knowledge and career path opportunities
- To create and supply intellectual property and other resources that support our industry
- To provide our industry with timely information about emerging issues
- To protect and enhance our industry's public reputation

Values

- We are driven and relentlessly compelled to accomplish our goals
- We are innovative, original and creative in our thinking
- We are agile and make decisions quickly and easily
- We are committed to making a positive contribution to the plumbing industry

Our Strategic Goals

- Become an innovative organisation
- Increase and diversify our membership
- Build sustainable and substantial revenue streams
- Increase our relevance and be seen to be relevant
- Build strong, positive public recognition of our brand
- Create a formidable presence as an employer organisation
- Protect our core wealth by diversifying our assets

President's Report



A sad beginning to the year

The Executive Committee, staff and members of the Association began the year with a deep sense of loss after the death of Kyla Jones in a traffic accident in December 2022.

Kyla had been our Manager of Operations and Industry for six years and was well known, loved and highly respected throughout the plumbing and gasfitting industry. There is a full tribute to her on another page of this annual report.

Not only was Kyla's death a tragedy that took away a wonderful human being who was an energetic and talented leader, but her absence also placed our small, hardworking office team under additional pressure. I sincerely thank them for the way they adapted to difficult circumstances and shouldered the extra workload.

The industry's challenges continue

The plumbing and gasfitting industry continues to face the same difficulties that have been a feature of the Australian building and construction sector in recent years.

There is no end in sight to the shortage of skilled tradespeople. On one hand, we aren't training enough apprentices in Australia and on the other hand, skilled migration is hampered by factors such as the shortage of housing and our inefficient visa system.

The skilled migration situation is especially grim here in WA due to our chronic inability to provide skills gap assessments and skills gap training. The various state and national government departments that are responsible for separate parts of the process work in silos and no central organisation is responsible for overseeing everything.

It is optimistic to think the national migration strategy, which the Australian Government released in December, will make any difference in the short or medium term.

Meanwhile, the apprenticeship completion rate stays at around 50 per cent year after year. In the long term, with an ageing workforce and too few apprentices to replace retiring plumbers and gasfitters, our industry will be unable to deliver the services the public needs. We need to find ways to make a career in plumbing and gasfitting sound exciting for young people.

Gas

At a national level, a concerning development is the introduction of laws in Victoria and the ACT to ban the installation of gas appliances. These laws, which aim to reduce greenhouse gas emissions, will reduce consumer choice and undermine the development of a clean renewable gas industry without necessarily doing anything to help the environment.

While we face no such threat in WA, this Association is ready to respond if the situation changes. We are also engaged with a range of stakeholders who are working on ways to prepare our industry for the training and up-skilling that gasfitters will need when renewable hydrogen gas is distributed into the gas network in the future.

Positive developments with codes and regulations

The 2022 Plumbing Code of Australia, which is part of the new National Construction Code, came into effect on 1 May 2023, although there are transition periods for

some provisions such as the 0.25 per cent limit for lead in plumbing products.

In June, the WA Government announced it would introduce long-awaited changes to plumbing regulations to align them with the Plumbing Code of Australia and bring us closer to implementing the recommendations of the Building Confidence report.

This Association fully supports both developments and is proud to have played a role in bringing them about by engaging with governments and industry bodies for many years.

Our growing strength

Looking back over everything that has happened this year, I am proud of what this Association stands for and what we do for our members in particular and the industry in general. My only regret is when I look at all the licensed plumbing contractors in WA who aren't members but get a benefit from our policy work and lobbying activities.

In my report last year, I noted that our steadily rising public profile and strong and growing membership made me confident of our continued success. A year later, I still hold this view.

This Association gives licensed plumbing and gasfitting contractors in WA a body that represents them and gives them a united voice. We are the only organisation in WA that exists purely to represent them, assist them in the running of their business, and promote them to the public.

Murray Thomas and the team he leads have done a superb job in adjusting to the loss of Kyla Jones and delivering excellence in our operational activities. As a result of their dedication and commitment, the Association has finished another year in an extremely solid position and are poised to deliver more for the industry next year.



Matt Johnson

President



Chief Executive Officer's Report



Another year of steady progress

I am pleased to report another successful year across all areas of the Association's operations.

Our membership numbers continued the upward trend that began last year and our finances are in excellent shape. Our financial health reflects both the solid membership base and the advertising and sponsorship support we receive from our Associate Members.

Notable events and achievements

As I look back over everything we accomplished this year, some highlights really stand out from everything else.

In March, we celebrated World Plumbing Day with a well-attended industry event at Ascot Racecourse. Also for World Plumbing Day, I was a guest on Radio 6PR and spoke to listeners who called in about their experiences with plumbers. This entertaining and informative session created publicity for the Association and allowed me to talk directly to consumers about the importance of a regulated plumbing industry.

In April, we travelled to Kalgoorlie for the first event in our annual series of Industry Information Forums for plumbers and their staff. Behind the scenes, however, we were working on a plan to reach a wider audience and had initiated some important discussions with the Department of Training and Workforce Development and Principals of the TAFE Colleges that conduct plumbing apprentice training.

As a result of the discussions, we established a working relationship with those TAFE Colleges and transformed the traditional Industry Information Forums into Industry Trade

Days, which are bigger events that take place on TAFE campuses.

The first Industry Trade Day was at North Metropolitan TAFE Balga Campus in July. This was attended by Training Minister Simone McGurk, more than 150 plumbers and apprentices, and representatives of the many generous companies that supported the event.

Other Industry Trade Days followed at Central Regional TAFE Geraldton Campus in September, South Metropolitan TAFE Rockingham Campus and South Regional TAFE Bunbury Campus in October, and South Regional TAFE Albany Campus in November.

The aim of this collaboration is to create better lines of communication between TAFE teaching staff who provide classroom training, licensed plumbing contractors who give apprentices their practical training, and suppliers of plumbing products. I sincerely thank the Minister McGurk, DWTD Director General Karen Ho and the staff of the TAFE Colleges for engaging with us in this important endeavour.

Post-apprenticeship continual professional development is another important topic for us, so in May we launched the Master Plumbers WA Learning Resource Hub. This online training centre, which is available to the entire WA plumbing industry, has a wide range of short courses for licensed plumbing contractors, licensed plumbing tradespeople and plumbing apprentices. The courses cover topics such as the National Construction Code, Australian Standards, work health and safety, technical information, technology and business management.

I want to acknowledge the support of the Construction Training Fund, which has subsidised the cost of courses on the Hub.

In July, we launched our annual Awards for Excellence competition, which as usual attracted a high standard of entries for the judging panel to consider. The high point of the Awards for Excellence came in November with the Awards Presentation Night, which was a wonderful social occasion that celebrated the achievements and professionalism of our members.

Another highlight in July was when Radio 6PR contacted me to arrange an interview immediately after we published a media release about the WA Government's decision to amend WA's plumbing regulations. The Government's decision was one of the final steps in the regulatory reform process that began over a decade ago. The interview on 6PR was another opportunity to inform the listening audience about the importance of plumbing regulations and why they should use Association members.

In August, I had an interview on ABC Radio Perth on the topic of bidets, which had been getting some media coverage. Again, this was an opportunity to educate the public and promote the Association.

October saw us hosting the annual President's Cup Golf Day. As always, this was an extraordinarily successful, sold-out social day for members and their guests.

As the year drew to a close, we were preparing to roll out a new automated membership system, which had been under development for several months. We launched the new system in December and it immediately delivered results in the form of administration efficiencies and an improved membership experience.

Acknowledgements

Once again, I want to finish my report with some important acknowledgements.

I want to thank Associate Members for their continued generous support. Very few, if any, of our events would be possible without their involvement as sponsors and advertisers.

Many of our Associate Members also provide our members with discounted products or services. These are valuable benefits and I encourage all members to do business with Associate Members whenever possible.

Thanks and appreciation are also due to our volunteer Executive Committee members who donate their time to guide the Association's activities, and to our hard-working office staff who make everything happen.

Finally, I want to thank all those who have reached out and given me the support to carry on in my role as CEO.

I greatly appreciate and value being part of such a great organisation.



Murray Thomas

Chief Executive Officer



Governance

The Association is governed by the Industrial Relations Act 1979 (WA) and the Industrial Relations Commission Regulations 2005 (WA).

The Association is controlled by an Executive Committee that comprises twelve elected members and the Immediate Past President, plus the non-voting Chief Executive Officer.

All the elected members and the Immediate Past President serve in a voluntary capacity. The entire industry benefits from the many hours of their time that they give up without any reward.

The Executive Committee is elected in accordance with Rule 10 of the Constitution.

Matt Johnson

President



Matt has over 40 years of experience in the plumbing and gas industry. He is the Managing Director of Ace + which employs 100 people and does maintenance and construction works in the commercial sector. He is passionate about the need for continual learning in our industry and wants all plumbing contractors to be fully aware that business education and training are essential.

Ron Grant

Vice-President



Ron has been in the plumbing and gas industry for 40 years and is the Managing Director of Diploma Plumbing and Solar, which is a family owned and operated business. Ron has been a member of the Association for 18 years and Vice-President for the last 10 years. He represents the industry on the Plumbers Licensing Board's Plumbing Industry Reference Group and Plumbing Technical Advisory Group.

Geoff Kelly

Immediate Past President



Geoff has more than three decades of industry experience. He has worked on all aspects of domestic and commercial gas and plumbing and was State Technical Manager of a major water heating appliance company for nearly four years. In 1998, he founded a plumbing, heating and air conditioning business, Kelly's Hot Water, which he still owns. He is a member of the Plumbers Licensing Board's Plumbing Industry Reference Group and Plumbing Technical Advisory Group and a Board member of the Electrical Licensing Board.

Mark Sadler

Executive Committee Member



Mark is the co-owner of Space Hydraulics, a commercial plumbing company with 15 staff. He has over 16 years experience in plumbing, hydraulic design and construction. Mark has worked on many construction projects and has been a hydraulic consultant. He has served on the Executive Committee for the past five years and wants to help the industry become more robust and promote best practice.

Paul Manifis

Executive Committee Member



Paul has more than 40 years experience in maintenance, high-rise construction and civil works. His business, Majestic Plumbing established in 1987, Paul oversees the entire business from field operations to finance, sales and marketing. Paul's combination of trade and business experience means he is able to provide valuable advice and mentorship. He has served on the Executive Committee for 15 years.

Max Jones

Executive Committee Member



Max and his wife are the second-generation owners of family business Kalamunda Plumbing, a business that has a long tradition of Service Excellence dating back to 1954. Kalamunda Plumbing has expertise in water heater servicing and installations, solar hot water systems and breakdown repair specialists, working on public schools and other non-residential sites for the Department of Finance's Asset Management Division. Max has strong views about the importance of training and the role it plays in ensuring the future of our industry. He has served on the Executive Committee since the beginning of 2016.



Paul O'Leary

Executive Committee Member

Paul has 40 years industry experience and is Managing Director of Centreside Plumbing and Roofing, which services the residential housing and unit development market. Paul is committed to ensuring the industry has quality tradespeople for the future through apprenticeships. He has been a member of the Association for over 20 years and has served on the Executive Committee for 15 years.



Darren Dawber

Executive Committee Member

Darren has a background in major construction and over 30 years experience in the industry. He is the owner of Goods Plumbing and Gas, which specialises in commercial and residential maintenance across the Perth metropolitan area. Darren is focused on ensuring the plumbing community has high levels of standards and skills that are sustained for future generations.



Carlo Giancola

Executive Committee Member

Carlo has over 15 years trade experience and is Operations Manager at Benchmark Hydraulics and Civil, which provides services in commercial plumbing and maintenance, mining resources and remote area work, civil works and drainage. He is committed to making a difference and has served on the Executive Committee since the beginning of 2020.



Murray Thomas

Chief Executive Officer

Murray is a Licensed Plumbing and Gasfitting Contractor with over 40 years industry experience and has been CEO since 2006. In 2011, he became the first representative from the plumbing industry to be appointed to the Australian Building Codes Board, a position he held until the end of 2019. He was a contributing author to a book published by the World Health Organisation in 2006. Murray is the industry representative on the Plumbers Licensing Board and a member of the Western Australian Building and Construction Consultative Committee.



James Faggetter

Executive Committee Member

James began his career over 20 years ago in the construction sector and progressed from storeman to tradesman, foreman and then project manager on major construction sites. James and his wife started Full Pressure Plumbing and Gas in 2013. He is committed to ensuring safe high-quality standards in our industry and has served on the Executive Committee since the beginning of 2020.



John Cugley

Executive Committee Member

John is a sole trader who operates Cugleys Plumbing in Willetton. His focus is domestic plumbing, gas maintenance and servicing. John started his plumbing career at Royal Perth Hospital before working at the Balgo Aboriginal Community. John has served on the Executive Committee since the beginning of 2020 and believes very strongly in his role as the voice of sole operators.

Remembering Kyla Jones

In December 2022, Kyla Jones, who had been our Manager of Operations and Industry for six years, died after being the victim of a traffic accident.

Kyla was one of the most respected people in the Australian plumbing industry, in which she had 30 years' experience.

She was a dynamic leader whose energy, dedication and strategic thinking were responsible for lifting the performance of the Association and transforming the quality of the services we provide to members.

Kyla was also known for her strong convictions about the importance of plumbing and the need for qualified plumbers to be recognised as professionals who protect public health and the environment.

Approximately 300 people from all sectors of the plumbing industry attended Kyla's funeral service. They included interstate industry figures who made the long journey across Australia to Perth.

In December 2023, at the Awards for Excellence presentation night where people from across the industry had gathered to acknowledge the highest levels of achievement and professional commitment, we posthumously inducted Kyla into our Hall of Fame.

In another permanent tribute, the Customer Service Excellence category in the Awards for Excellence was renamed 'Kyla Ann Jones Memorial – Customer Service Excellence' category.

By naming an annual Award category after Kyla and inducting her into the Hall of Fame, we are ensuring she will always be remembered.



Kyla Ann Jones

Financial Performance

Once again, The Association forecasts a strong cash surplus for the year.

The Association's financial year runs from January to December and the full financial statements for 2023 will be tabled at the Annual General Meeting in March 2024. All members who wish to see them are welcome to attend.

2023 Audited Balance Sheet

As of 31 December 2023 and ratified at the 2024 Annual General Meeting.

	Note	2023 \$	2022 \$
CURRENT ASSETS			
Cash and cash equivalents	3	588,713	445,669
Trade and other receivables	4	258,316	177,622
Investments	5	2,238	4,983
TOTAL CURRENT ASSETS		849,266	628,274
NON-CURRENT ASSETS			
Property, plant and equipment	6	2,428,646	2,443,578
Investments	5	6,126,772	6,127,838
TOTAL NON-CURRENT ASSETS		8,555,418	8,571,416
TOTAL ASSETS		9,404,684	9,199,690
CURRENT LIABILITIES			
Trade and other payables	7	46,697	99,606
Borrowings	8	-	(5,407)
Employee entitlements		73,347	75,817
Other current liabilities	9	288,813	248,744
TOTAL CURRENT LIABILITIES		408,857	418,760
TOTAL LIABILITIES		408,857	418,760
NET ASSETS		8,995,827	8,780,930
MEMBERS' FUNDS			
Asset Revaluation Reserve		5,525,795	5,526,861
Retained earnings		3,470,032	3,254,069
TOTAL MEMBERS' FUNDS		8,995,827	8,780,930

The accompanying notes form part of these financial statements.

These statements should be read in conjunction with the attached compilation report of Napoli (WA) Pty Ltd.

Major Achievements

CTF Funding for Master Plumbers WA Learning Resource Hub

We were successful in securing Construction Training Fund (CTF) support for the courses on our Master Plumbers WA Learning Resource Hub, which we launched in 2022.

The Learning Resource Hub contains an extensive range of short online training courses and other resources that are available to everyone in the industry. The CTF funding allowed substantial reductions in the cost of most courses.

Our investment in the Learning Resource Hub reflects our belief that continual learning is essential for licensed plumbing contractors. We are continuing to advocate for the introduction of mandatory continual professional development.

TAFE collaboration and Industry Trade Days

As a result of a successful collaboration initiative with TAFE, our annual Industry Information Forums series transformed into Industry Trade Days at regional and metropolitan TAFE College campuses.

This collaboration is bringing TAFE trainers and apprentices into closer contact with licensed plumbing contractors and other industry stakeholders. The result will be a more unified approach to apprentice training and a greater awareness among licensed plumbing contractors of the quality of modern training facilities at TAFE Colleges.

Online membership applications and renewals

In December, we launched an online membership system that has made sign-ups and renewals fast, easy and secure. It has replaced the old manual invoicing system that was inconvenient and time consuming for new and renewing members.

By automating many of the processes related to membership management, the new system has also streamlined our office administration workload.

World Plumbing Day celebration

Every year, March 11 is World Plumbing Day. It is the most important event on our calendar and we always seek to celebrate it in a meaningful way that engages our members.

Because World Plumbing Day fell on a Saturday this year, we hosted an event at Ascot Racecourse that was attended by over 100 members and guests. One of the races on the day's program was named the World Plumbing Day Celebration Handicap.

Awards for Excellence

The annual Awards for Excellence competition attracted much interest and the gala awards presentation night was very well attended. An innovation this year was an improved streamlined online entry system.

The post-event publicity included a full page pictorial feature in The West Australian with photos of the winners.

We thank all entrants, the judges and our generous sponsors for supporting the Awards for Excellence, which is WA's only such competition conducted by an organisation that represents licensed plumbing contractors.

President's Cup Golf Day

Our annual President's Cup Golf Day is always a popular social event for our members and their guests. This year's event was at Wembley Golf Course in October. Once again, the day was sold out well in advance and was an outstanding success for our sponsors, members and their clients.

Leak detection program

This partnership with Water Corporation delivers leak detection services to commercial properties where the metered water consumption is unusually high and indicates the presence of major underground leaks.

Because the size of the properties and the complexity of their underground pipe systems rules out conventional leak detection methods, the program involves a select group of five contractors who own and operate specialised leak detection equipment. Three of these five contractors are Association members.

We participated in the selection of the contractors and the day-to-day operation of the program, which will be ongoing. So far, the program has been responsible for detecting and repairing leaks that we estimate were responsible for losing a minimum of 15 million litres of water annually.

Media exposure

Positive media exposure is essential for enhancing the brand of the Association and publicising our policies. We were in the media several times this year.

An article in The West on Tuesday 26 September featured our distinguished member Bill Busby and his first-hand account of the impact of the skills shortage. The article also included a call from our CEO Murray Thomas for a reduction of red tape around employing skilled migrants.

Murray Thomas was interviewed about plumbing topics a number of times during the year on ABC Radio Perth and Radio 6PR.

We also published media releases during the year. These related to the launch of our Plumbing Industry Trade days, the need for the WA State Budget to include funding for much-needed construction industry reforms, and the Government's announcement of reforms to plumbing regulations.

Communications

Website news

Stories published: 66

Regular monthly news emails

Number sent: 12

Average open rate: 47% (Highest: 54%)

Average click-to-open rate: 29% (Highest: 58%)

Special emails to members about specific topics

Number sent: 13

Average open rate: 42% (Highest: 52%)

Average click-to-open rate: 11% (Highest: 28%)

Social media

LinkedIn

Followers: 507

Facebook

Followers: 3,700

Likes: 3,000

Instagram

Followers: 10,600

Engagement with Government

Our CEO Murray Thomas is a member of the Western Australian Building and Construction Consultative Committee (BCC Committee), a forum for major industry stakeholders to discuss and provide advice to the State Government on issues in WA's commercial construction sector.

The WA Government established the BCC Committee in June 2022 because it recognised the need for a high-level communications channel with employers, representative associations and unions in the commercial construction sector.

The BCC Committee meets quarterly and has a focus on economic, industrial relations, safety, diversity and workforce management matters. It also has a key role in stimulating building activity, skills development and jobs growth.

Our government engagement also resulted in our collaboration with TAFE for the Industry Trade Days.

Policies

Our management team engages with ministers and other decision makers in the WA Government and Australian Government to ensure our industry's needs are heard.

We also take every opportunity to provide the media with the industry's point of view and bring critical issues to their attention.

Although we represent signed-up members only, the entire plumbing industry in Western Australia benefits from our activities.

This year our efforts were rewarded when the WA Government announced amendments to the plumbing regulations that will finally bring them into alignment with the Plumbing Code of Australia. This reform has been on our policy agenda for many years.

Currently, our primary policy focus is mandatory continual professional development for licensed plumbing contractors.



Submissions

In October, we assisted our industry's national peak body, Master Plumbers Australia and New Zealand, with the preparation of a submission to the Department of Employment and Workplace Relations about Skilled Migration Assessing Authorities. The document, which was a detailed formal response to a discussion paper, included content we had prepared about issues with skilled migration into Australia in general and WA in particular.

We also provided our own independent submission.

Both the MPANZ submission and ours drew attention to the fact that WA has no Skilled Migration Assessing Authorities to conduct assessments for overseas-trained plumbers and gasfitters. This means it is virtually impossible for skilled migrants to be assessed, which in turn means they cannot gain their provisional licences and become employed in WA.

Looking Ahead

We anticipate another year of steady membership growth. Two key factors that will contribute to this are publicity generated by Industry Trade Days and media exposure, and our new online membership renewal system, which has enhanced our ability to attract and retain members.

We are also planning to refresh our web presence and enhance our online engagement with licensed plumbing contractors and the public, with the aim of increasing our profile with both audiences.

There will be another series of the Industry Trade Days that began this year in partnership with TAFE. These events are now a permanent feature of our annual calendar.

On a less optimistic note, we expect the industry's serious challenges with skilled labour shortages and skilled migration will continue indefinitely. We remain committed to doing everything possible to bring about much-needed changes on national and state levels.

Associate Members

We acknowledge and thank the businesses and organisations whose generous support assists us to continue our activities.

- Advanced Pump Technologies
- Alder Tapware
- All Controls
- Allpumps and Water
- Allsealed WA
- AMS Technology Group
- Apprentice and Traineeship Company (ATC)
- ATCO Gas Australia
- Australian Pump Industries
- Before You Dig Australia
- Caroma Industries
- Central Regional TAFE
- DILL-Tech
- Elson Australasia
- Enware Australia
- Enviroline Group
- Galvin Engineering
- Galvins Concrete & Sheetmetal
- Galvins Plumbing Supplies
- Geberit
- GRAF Australia
- Gro Agencies
- Hydra Storm
- Hydraulics Design Australia
- Hydroflow Distributors (Aust)
- InSinkErator
- Major Motors Isuzu
- Megasealed Bathrooms Australia
- NECA WA
- North Metropolitan TAFE
- Parkwood Hardware
- Plumbing Plus
- Pyrotek
- ReddiFund
- Reece Perth
- REHAU
- Reliance Worldwide Corporation
- Rheem
- Ridgid Tool Australia
- Rinnai Australia
- Robert Bosch Australia
- Samios Plumbing
- SFA Australia
- Simpro
- Smartstream Technology
- South Metropolitan TAFE
- South Regional TAFE
- Studor Australia
- Subtronic Leak Detection
- Therm-Oz Showers
- Toyota Corporation
- Tradelink
- Vacuum Toilets Australia
- Viega
- Vinidex
- Water Corporation
- Zip Water

The Master Plumbers and Gasfitters Association
of Western Australia (Union of Employers)

Office Address

Level 3 / 353 Shepperton Road
EAST VICTORIA PARK WA 6101

Postal Address

PO Box 5218
EAST VICTORIA PARK WA 6981

Telephone (08) 9471 6661

Email: office@mpawa.asn.au

masterplumbers.asn.au

ABN 13 804 458 187



Because public health matters.



www.MasterPlumbers.asn.au