



Because public health matters.

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Since 1901

Awards for Excellence 2023.

Awards for Excellence 2023

About the Awards

Our Awards for Excellence competition celebrates the highest levels of achievement and is the only one conducted by an industry body that represents licensed plumbing contractors in WA.

Why get involved

Entering the competition is an opportunity to showcase your achievements and discover how you measure up against your industry peers. Becoming an Award winner is proof you are the best of the best. It is a proud achievement that brings well-deserved prestige, recognition, publicity and marketing advantages.

Eligibility

The competition is open to:

- Any licensed plumbing contractor who is a member of The Master Plumbers and Gasfitters Association of WA
- Any fourth-year plumbing apprentice in WA who is currently employed by a licensed plumbing contractor

A plumbing apprentice does not have to be employed by an Association member to be eligible to enter the Geoffrey Arthur Smith Memorial - Apprentice of the Year award.

Categories

There are ten categories for Association members and one for apprentices. Eligible members can enter multiple categories.



Members-Only Categories

Business of the Year

Excellence in Commercial Maintenance Plumbing and Gas

Sponsored by ReddiFund



Criteria: This Award will go to the **Commercial Maintenance Plumbing Business** that demonstrates the highest standards in keeping to scheduled appointments, timely completion of work, workplace cleanliness, technical knowledge and capability, attention to detail, WHS awareness and compliance, and customer service. When assessing customer service, the judges will consider how well the business keeps customers informed, responds to customer enquiries and supports customers by identifying on-the-job issues and providing solutions. Judges will also assess the structure and capability of the management of the business.

Business of the Year

Excellence in Domestic Maintenance Plumbing and Gas

Sponsored by SimPRO



Criteria: This Award will go to the **Domestic Maintenance Plumbing Business** that demonstrates the highest standards in keeping to scheduled appointments, timely completion of work, workplace cleanliness, technical knowledge and capability, attention to detail, WHS awareness and compliance, and customer service. When assessing customer service, the judges will consider how well the business keeps customers informed, responds to customer enquiries and supports customers by identifying on-the-job issues and providing solutions. Judges will also assess the structure and capability of the management of the business.

Business of the Year

Excellence in Housing Construction Plumbing and Gas

Sponsored by Galvins Plumbing



Criteria: This Award will go to the **Housing Construction Plumbing Business** that demonstrates the highest standards in keeping to scheduled appointments, timely completion of work, workplace cleanliness, technical knowledge and capability, attention to detail, WHS awareness and compliance, and customer service. When assessing customer service, the judges will consider how well the business keeps customers informed, responds to customer enquiries and supports customers by identifying on-the-job issues and providing solutions. Judges will also assess the structure and capability of the management of the business.

Members-Only Categories

Business of the Year

Excellence in Commercial Construction Plumbing and Gas

Sponsored by Rinnai

The Rinnai logo is written in a bold, red, sans-serif font. A registered trademark symbol (®) is located to the right of the word.

Criteria: This Award will go to the **Commercial Construction Plumbing Business** that demonstrates the highest standards in keeping to scheduled appointments, timely completion of work, workplace cleanliness, technical knowledge and capability, attention to detail, WHS awareness and compliance, and customer service. When assessing customer service, the judges will consider how well the business keeps customers informed, responds to customer enquiries and supports customers by identifying on-the-job issues and providing solutions. Judges will also assess the structure and capability of the management of the business.

Business of the Year

Excellence in Sustainable Plumbing Practices

Sponsored by ATCO Gas

The ATCO logo features the letters 'ATCO' in a large, bold, black, sans-serif font. Below the text is a thick, horizontal yellow bar.

Criteria: This Award will go to the plumbing business that demonstrates the highest standards of sustainable plumbing practices across a broad range of solutions including rainwater, grey water, water and energy efficiency. Judges will want evidence that sustainable plumbing services are the primary focus of the business and the business is dedicated to being a leader in this field.

Plumbing Industry Employer of the Year

Sponsored by ReddiFund

The ReddiFund logo consists of a yellow hard hat icon above the word 'ReddiFund' in a bold, blue, sans-serif font. Below this, the tagline 'More than Redundancy' is written in a smaller, black, sans-serif font.

Criteria: This Award will go to the plumbing contracting business that demonstrates the highest standards of established policies, systems and on-the-job practices designed to attract and retain a quality workforce and encourage every person to achieve their full potential. Judges will want evidence of excellence in employee recruitment, engagement and retention, including evidence that the business is a preferred employer for people seeking careers in the plumbing industry.

Members-Only Categories

Customer Service Excellence Kyla Ann Jones Memorial

Sponsored by Galvin Engineering



Criteria: This Award will go to the plumbing contracting business that demonstrates the highest standards of service excellence. Judges will want evidence of established policies, systems and on-the-job practices that promote a customer service culture within the business. Judges will also want verifiable evidence that customers believe the business provides excellent customer service.

Excellence in Indigenous Employment and Innovation

Sponsored by Reece



Criteria: This Award will go to the plumbing contracting business that demonstrates the highest standards of established policies, systems and on-the-job practices designed to attract and retain indigenous workers, then mentor and encourage them to achieve their full potential. Judges will want evidence of excellence in Indigenous employee recruitment, engagement and retention, including evidence that Indigenous people believe the business engages with them in a manner that assists them.

Excellence in Mental Health and Wellbeing

Sponsored by Mates in Construction



Criteria: This Award will go to the plumbing contracting business that demonstrates the highest standard of excellence or innovation in its approach to mental health and wellbeing. Judges will want evidence that the business actively promotes and encourages programs or initiatives designed to increase awareness of mental health issues in the workplace, reduce the stigma associated with mental illness and enhance the mental health of employees.

Members-Only & Apprentice Categories

Excellence in Work Health and Safety

Sponsored by Tradelink



Criteria: This Award will go to the plumbing contracting business that demonstrates the highest standard in its approach to work health and safety. Judges will want evidence of excellence in health and safety policies, systems, on-the-job practices, solutions and innovation that reduce the risk of work related injury and disease.

Apprentice of the Year Geoffrey Arthur Smith Memorial

Sponsored by The Apprentice and Traineeship Company



Criteria: This Award will recognise a fourth-year apprentice, employed by a licensed plumbing contractor in WA, who continues to improve through hard work and dedication to the plumbing trade. Judges will want evidence of a strong work ethic, enthusiasm for learning and excellent practical plumbing skills. The judges may also take other personal attributes into consideration before deciding who will win this important Award.

*Special presentation by
Building and Energy*



Entry Rules

Entry Rules for the Members-Only Categories

1. You must complete all sections of the online entry form related to the category you have entered.
2. By entering, you agree that the judges can do all the following:
 - Openly assess customers, employees and business processes that relate to the category you have entered.
 - 'Mystery shop' your business to assess your entry.
 - Conduct compliance and audit checks on your business that relate to the category you have entered.
3. You must supply three customer references with contact details and confirm they are available to answer questions relating to the category you have entered.
4. We must receive your entry by close of business on Friday 6 October.
5. The decision of the judges will be final.

Entry Rules for the Apprentice of the Year Category

1. You must complete all sections of the online entry form including a detailed statement related to your work as a plumbing apprentice.
2. You must agree to be interviewed.
3. You must provide three references with contact details.
4. We must receive your entry by close of business on Friday 6 October.
5. The decision of the judges will be final.

Judging Process

An industry panel will determine the best three entries in each category, then an impartial panel of independent judges will assess them to decide the winners. This judging panel will collectively have a wide range of technical plumbing knowledge and business expertise gained in plumbing and other industries, ensuring their assessments are thorough and well-rounded.

How to Enter

You may submit your entry by completing the online entry form that is on our website. Go to www.masterplumbers.asn.au select 'Events' and then select '2023 Awards for Excellence'.

Please note that we cannot accept entries submitted by email.

Entry Dates

Entries now open and close on Friday 6 October.

Awards Presentation Night



Join us at Beaumonde On The Point on Saturday 25 November 2023 to celebrate our industry's achievements and recognise the best of the best.

Ticket sales will open in November.