



Because public health matters.

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Since 1901

# Member Benefits 2023

**Strong, Professional and Respected**



# Our Purpose



**“We want every member to continue to be strong, professional and respected and we do everything in our power to make that happen.”**

The Master Plumbers and Gasfitters Association of Western Australia is the only organisation in the state that exists solely to serve and support licensed plumbing contractors. Every one of our members, from sole traders to owners of large plumbing businesses, is important to us.

This booklet outlines the benefits that our members enjoy. They include discounts on goods and services, training, free business resources, advice, information and social events.

Another reason to belong to the Association is that customers know they can trust members to do quality work and behave in an ethical manner. This is a major point of difference for qualified contractors who want to clearly set themselves apart from the unqualified people and unprofessional businesses in our industry.

Because we exist for our members, we are constantly alert for issues that affect them. Our lobbying activity on behalf of the industry covers everything from proposed changes to plumbing laws to the development of new technical standards. We are always in front of politicians, government departments and other industry bodies, speaking up on behalf of members and working hard to ensure their businesses have the best future possible.

While we represent Western Australian licensed plumbing and gasfitting contractors, our affiliation with other plumbing associations in Australia means we are also involved in industry matters at a national level.

We are the collective voice of our members and they all get tremendous value from belonging. We want every member to continue to be strong, professional and respected and we do everything in our power to make that happen.

A handwritten signature in black ink that reads "M J Thomas". The signature is fluid and cursive.

**Murray Thomas**  
*Chief Executive Officer*

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## Branding

Put our trusted name next to yours

We give you free vehicle decals and other ways to enhance your sales and marketing.

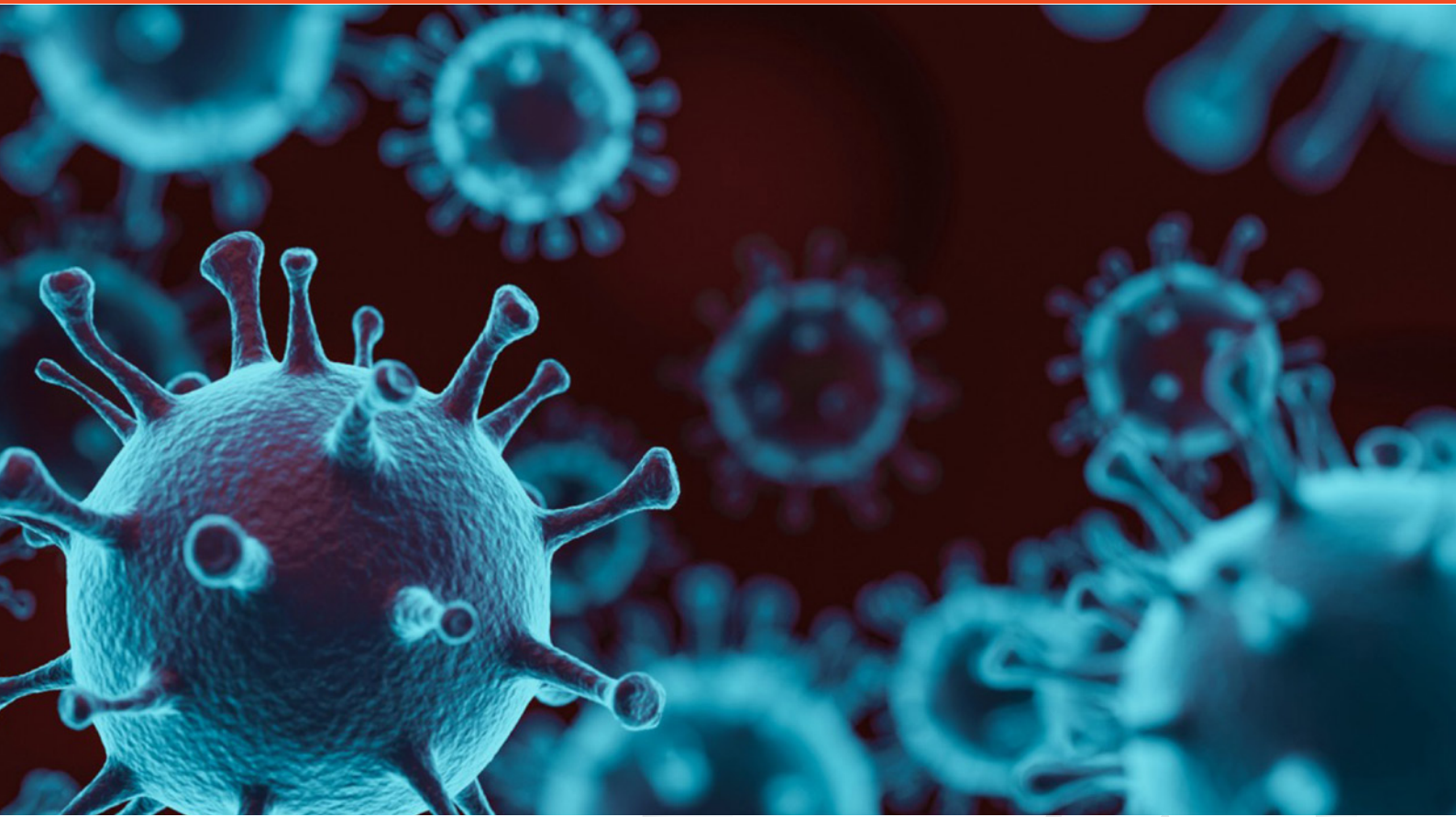
You may advertise your membership by using our logo on your website and other communications such as email signatures, social media channels, quotations, invoices, business cards, signage and uniforms.

We also give you a free listing in our online 'Find a Master Plumber' directory.





# MPA Work Health and Safety Management System



## WHS compliance made easy and affordable

The MPA WHS Management System was designed by plumbers for plumbers. It reduces the effort and expense involved in managing workplace health and safety compliance obligations.

This system, which is all online, is an affordable solution to the challenges of providing a safe working environment and ensuring your documentation is fully compliant with legal requirements. When you consider the risks associated with being non-compliant, especially now that industrial manslaughter is a criminal offence in WA, the benefits of the system far outweigh the small cost.

Because the system uses a subscription service, documents such as your policy and procedure manuals are always up to date with current laws and regulations.

In addition to being fully compliant with WA's work health and safety laws, the MPA WHS Management System is affordable and easy to integrate into your existing operations.

# Media Advertising



## Be one of the licensed plumbing contractors we tell residential customers about

'Dodgy plumbers' and other unqualified operators such as well-meaning handymen are a constant problem in our industry. As well as taking business away from licensed plumbing contractors and their employees they often create expensive problems for customers. That's why we are fighting back with a long-running radio advertising campaign.

Our radio advertisements are broadcast in metropolitan and regional areas. They educate consumers about how to choose a plumber and where to find our Find a Master Plumber directory.

# Discounts and Offers

## Save dollars for you and your business

You and your staff can take advantage of discounts we arrange with a wide variety of suppliers. There are discounts on goods and services for business and personal use.

To ensure this benefit is always fresh and exciting and provides the greatest possible value, we frequently update the list of suppliers and offers.

Members may obtain the current details from the members-only area of our website.

Here is the current (February 2023) list of suppliers who provide discounts and offers.

- American Express
- Aussie Gold
- Battery World
- Europcar (national)
- Europcar WA
- Eurosun
- FlatRateNOW
- HBF
- Joondalup Resort
- Life Ready Physio
- Major Motors
- MAUS
- Mercedes-Benz
- Minutolo Drafting Services
- Neto Graphics
- Obsequentia
- Officeworks
- PPS Advisory Services
- Pragma Legal
- Ranger Outdoors
- Rottnest Express
- Rottnest Fast Ferries
- simPRO
- St John WA
- The Good Guys Commercial
- Toyota
- Vodafone



# Business Mentoring Program

## Acquire skills and knowledge that will help you reach your goals, future-proof your business and avoid mistakes

Whether your business is a new start-up or has been operating for years, there are many ways our business mentoring program may assist you.

You will benefit from the knowledge and experience of a professional advisor who owned and operated a successful plumbing contracting business for 35 years. After starting from scratch, he grew his business into a large operation that delivered all types of plumbing services, had a stable team of long-term employees and enjoyed strong working relationships with the industry's biggest clients.

Joining the program can be as simple as having an initial obligation free telephone conversation to discuss your overall goals, the general health of your business or a specific issue you need help with.

Once established on the program, the type of assistance you receive can be customised to suit your circumstances and may include ad-hoc advice and support by phone or email.

Mentoring can extend to any of your employees who would benefit from one-on-one assistance to strengthen a particular aspect of their skills or knowledge.

## Business health check

A business health check is where many plumbing contractors begin with mentoring. It involves a detailed review of areas such as:

- business planning and goal setting
- succession planning
- accounting and finance
- software
- marketing
- customer service
- risk and insurance
- environmental policies and statements
- staff recruitment and retention
- industrial relations
- workplace health and safety documentation and compliance
- procurement
- estimating
- tendering processes

A business health check will help you find the answers when you know your business isn't reaching its full potential. Even if you are confident everything is running smoothly, a business health check may surprise you by uncovering issues that need attention.

## Business-to-business relationships

Every plumbing contracting business needs to successfully manage relationships with other businesses. Our mentoring program will help you develop your relationships with clients, other service companies and suppliers into true partnerships that make your business stronger, more enduring and more profitable.

Mentoring to improve your business-to-business relationships also means improving your personal connections and building a long-lasting network of valuable industry contacts.



# MPA Insurance

## Get the right insurance for your business at the right price

MPA Insurance covers all your business insurance needs and promises you personal service from people who understand the needs of licensed plumbing contractors.

As well as simplifying the process of being properly insured against risk, this service will give you competitive premiums and individually tailored policies that suit the requirements of your business.



# MPA Finance

## Make informed choices and get the finance you need

MPA Finance is for members, their staff and families. A great feature of the MPA Finance service is that you can request a no-obligation review of your financial position and get advice about whether lower interest rates are available.

The service also provides members, their staff and families with access to loan products including home loans, car loans, business loans, equipment loans and personal loans.



# Business Resources



## Free tools that make it easier to manage your business

The members-only area of our website has resources that assist with business administration, management and compliance.

These tools include, for example, sample letters, debt collection tools, a guide to calculating charge-out rates, and templates for documents such as employment agreements, quotations, terms and conditions and Director Guarantees. The templates are customisable with your business name and logo.

We prepare these business resources with advice from professionals who are experts in workplace health and safety, industrial relations and the law.

# Ongoing Training and Education



## Helping you stay on top of technical and business knowledge

Because learning shouldn't stop when you get your plumbing contractor's licence, we have created a portal called the Plumbers Hub that provides access to courses about many technical and business subjects.

Plumbers Hub courses are low-cost, typically take about 30 minutes and you can do them at any time convenient for you. The range of material the courses cover makes the Plumbers Hub a valuable resource for everyone in your business whether they are plumbers or office staff.

We believe so strongly in training and education that we have chosen to make the Plumbers Hub open to all people in the industry, not just Association members. We are committed to the principle of a strong, professional and respected plumbing industry in which everyone continually develops their professional knowledge and skills throughout their careers.





# Industrial Relations



## Free legal advice and industrial relations documents

When you have people working for you, the responsibilities of running a business become considerably more complex and time-consuming. We want members to have the right answers to industrial relations questions and understand their obligations as employers.

Members receive free telephone advice from a leading law firm about matters such as award interpretation, hiring, termination of employment.

The latest copy of the Pay Guide for the Plumbing and Fire Sprinklers Award, Wages Sheets and employment contract templates are always available in the members-only area of our website.

# Industry Advocacy

## Speaking up on behalf of members and the industry

We actively lobby the WA Government for the regulatory changes we want and fight equally hard against laws and regulations that will disadvantage our members. We join forces with other associations around Australia to fight national campaigns.

In Western Australia, we are represented on the Plumbers Licensing Board. Nationally, we are represented on the Australian Building Codes Board and Standards Australia technical committees.

We also maintain a strong media presence to bring important matters to the attention of the public.





# Communications



## Keeping you informed with industry news you need to know

We constantly update our website's news area and our Facebook, Instagram and LinkedIn accounts with announcements about Association activities and what's happening around the industry, including vital information about changes to laws and regulations that affect plumbers. At the end of each month we send members an email newsletter with a round-up of all the stories we've published. From time to time, we send additional emails to tell you about upcoming events or important topics.

In addition to this regular supply of news, we conduct our annual series of industry information forums in regional and metropolitan areas. These are all free and provide valuable opportunities for all members to get the latest information and ask questions about current industry issues.

# Preliminary Legal Advice on Domestic & Commercial Contracts

## Telephone consultation service

As a member of the Association, you will receive a heavily discounted hourly rate for advice about domestic and commercial contracts over the phone from a leading law firm.

You may use this service when you have questions relating to existing contracts or any new contract you have been asked to sign. You will be able to get advice in areas such as general contractual assistance, contractual interpretation and debt recovery.





# Technical Support

You don't have to solve technical problems on your own

Members with technical questions can call us for telephone advice, five days a week during office hours.

This service assists members to keep up to date with all the latest standards and codes.

Members also have access to the Australian Standards that apply to the plumbing industry, the Plumbing Construction Code and the National Construction Code.



## Events

Our events calendar brings members together in a variety of settings

These occasions are opportunities for you to meet other members, renew old acquaintances, share stories and talk to the industry partners who sponsor the events.

A typical year will included events such as World Plumbing Day, Industry Information Forums and Industry Awards for Excellence.

We announce the details as each event approaches.



# FlatRateNOW

Save time and increase profit and customer satisfaction with this pricing and quoting software - and get an exclusive discount off the licence fee

FlatRateNOW is an Australian pricing and quoting system that was specifically designed to meet the needs of trade contractors such as plumbers.

It is customisable, easy to integrate into your business and delivers real benefits in the areas of quoting, ordering, invoicing, sales, cash flow and customer satisfaction.

FlatRateNOW has powerful features including the ability to show customers up to six different options before finalising a quote, customisable templates for quotes and invoices, current data on thousands of products and prices from leading suppliers, and time and materials guides for over 1000 plumbing, drainage and gasfitting tasks.

Our partnership with the owners of FlatRateNOW gives members a large discount off the usual licence fee.

## Handypay

Convert more quotes into sales by showing customers this online loan solution

Members of The Master Plumbers and Gasfitters Association of WA can help customers pay for work they need with an exclusive Reno Now, Pay later solution from Handypay.

Handypay is an online loan provider. We have partnered with them so that Association members can offer customers an exclusive interest rate that's cheaper than the normal interest rate. As well as helping your customers, this can help you convert more quotes into sales.

Handypay provides loans from \$2001 to \$75,000 with loan terms of one to seven years. Customers apply online and funds are approved within 24 hours.

The cost to your business is zero and the approved funds are paid directly to you.



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

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