



Because public health matters.

Since 1901

Member Benefits 2024

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, technical support 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 written in a cursive, flowing style.

Murray Thomas
Chief Executive Officer

Contents

Our Purpose.....	2
Branding.....	3
MPA Work Health and Safety Management System.....	4
Discounts and Offers.....	5
Business Mentoring Program.....	6
MPA Insurance	7
MPA Finance.....	7
Business Resources	8
On Going Training and Education.....	9
Industrial Relations	10
Industry Advocacy.....	11
Communications	12
Technical Support.....	13
Events	13
FlatRateNOW	14
Handypay	14

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.

Discounts and Offers

Save dollars for you and your business

As a member, you will be entitled to discounted goods and services from a range of suppliers. These are subject to change from time to time, so the following list is just a guide. The members-only area of our website always has the latest information. Conditions apply to some discounts.

- American Express
Tailored payment solutions
- Battery World
Free battery health check and fitting
- Europcar
Discounted vehicle rental
- Eurosun
Free installation of new solar hot water system and removal of old system
- FlatRateNOW
Discounted estimating and quoting software
- HBF Health Insurance
Discounted hospital and extras cover with no waiting period
- InteliCorp
Discounted bidets
- Joondalup Resort
Discounted accommodation
- Life Ready Physio
Discounted first appointment
- Major Motors
Discounted Isuzu vehicles
- MAUS
Discounted ISO documentation
- Mercedes-Benz
StarFleet discount on vans
- Neto Graphics
Discounted signage products
- Obsequentia
No annual fee for ISO certification
- Officeworks
Business pricing and 30-day account
- Penguins Formal Wear
Discounted formal wear hire and purchases
- PPS Advisory Services
Discounted Personal Properties Securities Register services
- Pragma Lawyers
Free or discounted legal advice
- Qantas
Discounted Qantas Club membership
- Ranger Outdoors
Discounted products
- Rottnest Express
Discounted ferry travel and day tour packages
- Rottnest Fast Ferries
Discounted day return and extended tickets
- Simpro
Discounted job management software
- St John WA
Discounted first aid course or first aid kit
- The Apprenticeship and Traineeship Company (ATC)
Discounted apprentice employment costs
- The Good Guys Commercial
Business accounts and commercial pricing
- Toyota
Gold Fleet Discount

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

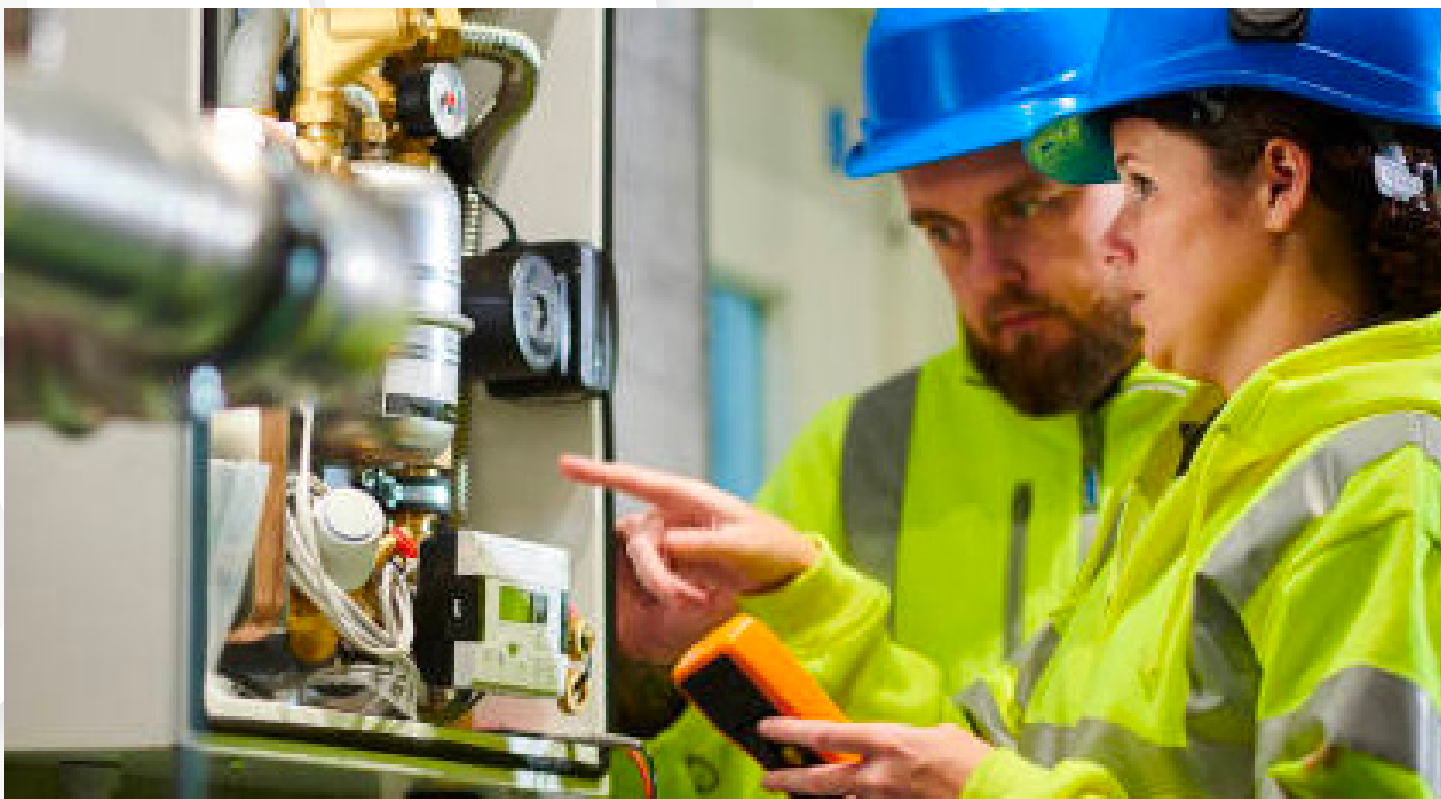


Helping you stay on top of technical and business knowledge

Because learning shouldn't stop when you get your plumbing contractor's licence, we have created the Master Plumbers WA Learning Resource Hub with courses about many technical and business subjects.

These courses are low-cost, typically take about 30 minutes and you can do them at any time convenient for you. The range of material in the courses makes the Master Plumbers WA Learning Resource 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 Master Plumbers WA Learning Resource 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 and the Western Australian Building and Construction Consultative Committee.

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



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 Trade Days at TAFE campuses in regional and metropolitan areas. These free events provide valuable opportunities for members to get the latest information and ask questions about current industry issues.

Technical Support

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

Members with technical questions can call us, five days a week during office hours or send an email to technical@mpawa.asn.au.



Events

Our events calendar brings people together

We give you some great opportunities to mix socially with other members, renew old acquaintances, share stories and meet the industry partners who support us.

A typical year will include World Plumbing Day celebrations, our popular President's Cup Golf Day and the exciting Awards for Excellence presentation event.



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)

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

ABN 13 804 458 187



Because public health matters.



www.MasterPlumbers.asn.au