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November/December 2013



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Change in Government... Potential for Change for Small Business

Emma Ross - Acting Executive Director



With the new Federal Government now firmly in place, we look to review what the Coalition Government proposed to do if elected (prior to the election on 7 September 2013) and look at what changes have been made thus far.

The first prominent feature of the Coalition Government's election campaign for businesses was to put a freeze on the increase to the Superannuation Guarantee Rate (SGR) for two years. This would see the proposed 12% SGR not coming into fruition until 2021. We are as yet to see how the Government proposes to put such a freeze on the SGR increase, however we certainly welcome this to assist small businesses in ensuring that sufficient funds are available to make the correct contributions to employees and workers.

In addition, the Coalition voted against Labor's right of entry amendments to the Fair Work Act back in June 2013, which are still proposed to be implemented on 1 January 2014. This could mean the head contractor would have to pay for a union delegate to attend site and speak with union members or potential union members.

The Coalition Government proposes the unions will still be able to seek entry to a workplace for discussion purposes if they are covered by an Enterprise Bargaining

Agreement (EBA) which applies to the site or workplace and specifically relates to a union, have a bargaining representative seeking in good faith to make an agreement to apply to the site or workplace and that the union must have evidence that they have members who have 'requested their presence'. We agree to reduce right of entry requirements being onerous on employers and agree that unions should still be able to speak with their members, just not at the expense to business.

Further, the LNP announced that the substantive changes Labor made to the Fair Work Act through the Fair Work Amendment Bill 2013 will remain under the Coalition Government. However, the Government may ask the Productivity Commission to examine the Act's "operation and impact" and potentially make recommendations for improvements.

The Coalition has now confirmed its frontbench and announced that the small business Minister will be Bruce Billson who has held a similar position since 1996. This announcement is welcomed for the small business community. With this announcement, the Hon Bruce Billson MP has already

issued a warning to the ATO, Fair Work Building and Construction and the Fair Work Ombudsman to "go easy on the independent contractors and the self-employed", and this act has been welcomed with open arms that the Government is not thinking that small business is a token industry.

The Abbott Government has also pledged one million new jobs during its term in office and will have to focus on small business in order to reach that number. This comes with great encouragement that small business is at the front and centre of the newly elected Government. It is however imperative that an employer engages people correctly until any changes are made.

MPAQ looks forward to the proposed changes that the Coalition Government has advised they will strive to achieve and we welcome any changes which can be made to assist the small businesses of Australia which we believe are at the forefront of the Australian economy.

Penny Cornah is currently on maternity leave, due to return in March 2014. Emma Ross, MPAQ Workplace Relations Advisor will be Acting Executive Director while Penny is on leave. Emma can be contacted on 3273 0800 or emma.ross@mpaq.com.au.

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every month

- 03 perspective
- 08 industry news
- 13 technical
- 26 events
- 30 member update

features

- | | | |
|--|---|---------------------------------------|
| 06 MPAQ Office Closure | 17 Form 16's and Rainwater Tanks | 25 Important Dates for 2014 |
| 08 New Stoddart Factory Open | 18 MPAQ Delivers Gas Training | 26 Events |
| 08 Central Division Golf Day | 19 Training Course Dates | 27 Product News |
| 09 Reece DIY Plumbing Diasters Competition | 20 Legal Q & A | 28 Actively Lobbying for our Industry |
| 09 Plumbers Win Trip to Germany | 21 Porn in the Workplace | 28 Membership Milestones |
| 10 Building Australia's Future | 21 MPAQ Assisting Major Contractors | 29 Member Profile |
| 13 Water meters - The Fight Continues | 22 Construction Site Crimes | 30 Member Update |
| 15 Vented Duel Checks | 23 The Nitty Gritty of Growing your Plumbing Business | 31 FoneZone Now Online |
| 15 Mandatory Testing for Legionella | 25 Changes to Award Flexibility Terms | 31 Corporate Supporters |

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Editor's note

Welcome to the final issue of the Master Plumber magazine for 2013. What a year it has been!

MPAQ Executive Director Penny Cornah will be on maternity leave from November until March. Emma Ross, MPAQ Workplace Relations Advisor will be acting in her position while she is away. We wish Penny all the best as she prepares for a new addition to her family.

In September, the Australian Building Codes Board held the Building Australia's Future Conference in Brisbane. This was the first year plumbing was incorporated into the program. The conference was a huge success and thoroughly enjoyed by all. See page 11 for details.

In October, the report into the legionnaires' outbreak was released. The report recommends mandatory testing for legionella in hospitals and residential aged care facilities. The Association strongly supports this recommendation and believes testing of tempering devices should also be made mandatory, at least every 12 months.

MPAQ is soon to commence training courses for the Service and Repair of Type A Gas Appliances. The new Mobile Gas Training Centre (one GIANT bus) will travel the state to bring this course to regional areas. Dates will be released soon. See page 19 for dates.

Welcome to all new members and congratulations to all members who are celebrating a milestone membership achievement.

The MPAQ office will be closed over the Christmas break. For urgent enquiries during this time, members can visit the website for contact details. We wish everyone a safe and happy festive season!

Emma Bennett, Editor

MPAQ update



Master Plumbers'
Association
of Queensland

During the month members of the Master Plumbers' Association of Queensland were kept up to date with the latest in breaking news. The MPAQ Update is a regular newsletter sent via email exclusively to members and associates.

Previous copies of the MPAQ Update and Alerts can be found on the Association's website – www.mpaq.com.au.

Members not currently receiving this important information should contact Sara Hobbs on 3273 0800 or sara.hobbs@mpaq.com.au to provide your email address. Sara can also assist members with a user name and password to access the members' only section of the website.

MPAQ Update

- Update on Water Meters Fight
- Wage Deductions and Overpayment Recovery
- Reminder about Adverse Action Protections
- Working in the Heat of the Queensland Sun!
- New Standard Released - AS5601
- Insure your Growing Business
- World Plumbing Conference - India
- New QFRS E-Lodgement Applications
- Do You Know Your Employment Obligations?
- Submitting As-Constructed Diagrams for Notifiable Work
- Court Orders Health and Safety Training
- New Peugeot Deal for MPAQ Members
- Apprentice Wage Increase
- Award or Enterprise Bargaining Agreement (EBA)

MPAQ office closure

Over the Christmas break,
the MPAQ office will be
closed from Friday 20
December 2013 and
will reopen on Monday 6
January 2014.

For urgent enquiries please
refer to the MPAQ website
for contact details. MPAQ
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you a safe and happy
festive season!



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The new Stoddart manufacturing facility in Queensland.

New Stoddart Factory Open

From the humble beginnings of renting a floor space out in another company's factory in Coorparoo in 1959, Stoddart Manufacturing has now completed the development of a new 25,000m² office, manufacturing and distribution facility in Karawatha, Queensland.

Located on five hectares of land and large enough to house Suncorp Stadium, the \$35 million investment is an amalgamation of four previous factory locations scattered throughout South-East Queensland and will improve efficiencies and achieve world's best

practise in manufacturing.

"Having already expanded four times over the past 40 years to address the growing needs and abilities of the company, the move to Karawatha represents new growth amid to search for sustainability and profitability," Managing Director Bill Stoddart stated.

The new upgrades provide an indication of the confidence the company has in itself and the Australian manufacturing landscape, "In order to stay abreast of an ever-changing market we need to remain proactive to future-proof our business.

One of the ways we believe we will achieve this is through the operation of this single-site facility at Karawatha, which will enable the entire production process to be more effective and efficient" added Mr Stoddart.

After three years of extensive planning, design and construction, Stoddart's Karawatha facility has been operational since the beginning of July with the Minister for Science, Information Technology, Innovation & the Arts, the Honourable Mr Ian Walker officially opening the building on Friday 30 August.

Central Division Golf Day



Players enjoying the fun spirited day.



An impressive entry in the best dressed competition.

On Friday 23 August, the MPAQ Central Division held their annual golf day. With a bunch of great sponsors on board, including major sponsor Stramit with support from Bluescope and their Colorbond products, the day was a huge success.

Players enjoyed a bacon and egg burger before teeing off with their teams. There were plenty of on course games as well as prizes for best dressed. The winning team was from Stramit, with best dressed going to Reece North Rockhampton.

The golf day, which is organised by local MPAQ members, raised an impressive \$1,500 which was donated to Autism Queensland. A big thank you to the sponsors and players for their support. The 2014 golf day is schelduled for 22 August.

Reece DIY Plumbing Disasters Competition

Exposing the unique and bizarre DIY plumbing jobs from across Australia, the popular and long-running Reece DIY Disaster competition is on again to provide entertaining anecdotes and highlight the dangers involved when amateurs take on the role of plumber. Gutters made out of plastic bottles? Garden hoses being used for gas lines? While there are humorous elements to DIY gaffes, there's a serious and dangerous side to 'giving it a go' without enlisting a licensed plumber.

Reece Plumbing's Business Development Manager Adam Watson said, "It's scary how often we see people putting their family and their own safety at risk by trying to save a buck. Every year we're astounded by the lengths

enthusiastic amateurs will go to. We see a lot of shortcuts that become big problems, put people at risk, and ultimately cost our customers in the long run."

"We want to educate the public on why employing the services of a quality, licensed plumber is always the best option. It ensures you get the job done right the first time and avoid costly repairs down the track."

Any Reece account customer can enter via the Reece website or the DIY Disaster iPhone app simply by uploading photos and a brief description of a DIY plumbing disaster for the chance to win \$5,000.



Ten finalists will be posted on the Reece Plumbing Facebook page where the public will get the chance to vote for their favourite entry. The finalists will receive a BIGDOG prize pack valued at \$500 and one lucky Facebook voter will win \$1,000 in cash.

Entries open 1 October 2013 and close on 8 November 2013. Visit www.reece.com.au/diydisasters for full entry details and to find out more.

Plumbers Win Trip to Germany

A sneak peek into international installation manufacturer Viega's top-notch production, training and manufacturing facilities, a go at the newest press-fit technology not yet available in Australia, plus a number of tours around historic areas of Germany; this is what two Queensland plumbers – Adam Fisher-Charles from Australian Plumbing Gas & Solar in Cairns and Ryan Heathwood of Ryano's Plumbing and Gasfitting in Bellmere – were treated to when they won an all-expenses paid trip to the German Viega facilities.

The competition, run through Tradelink, involved 'scratch and win' cards that were given out to those who purchased over \$350 in Viega products.

Described by both as the "trip of a lifetime", Adam and Ryan spent four days in the cities of Frankfurt, Cologne, Attendorn and Ennest.

The pair were taken around the Viega facility located in Ennest. This site includes a training centre, plus logistics, foundry and production facilities. Next on the agenda

was a visit to the Viega facility in Grosheringen in East Germany, which includes another training centre and the manufacturing plant.

One of the highlights for Adam and Ryan, who are both small business owners, was getting hands on with some of the newest technology. They

were also taken behind the scenes of the manufacturing process of both press-fit technology and copper fittings. Adam and Ryan now know exactly how the tools they use every day on the job have been made and have one final question for Viega, "when do we get to come back?"



Ryan and Adam at Viega in Germany.



James Bond '007' theme Gala Dinner Event



Teams working together in the workshops



Gala Dinner guests greeted with a glass of champagne on arrival



Mark McCrindle's entertaining keynote presentation



Plumbing workshop – Understanding the National Construction Code



The conference organising team with sponsors of the Think Brick Garage 88 Dinner



Building Australia's Future

The Building Australia's Future (BAF) conference, recently held in Brisbane on 15-18 September, was a huge success with around 440 delegates enjoying three days of informative sessions and impressive social functions.

For the first time, plumbing was incorporated into the program, with the Plumbing Code now a part of the National Construction Code.



Master Plumbers Australia was pleased to support this event, organised by the Australian Building Codes Board (ABCB).

Delegates were treated to an extensive range of topical issues facing both the building and plumbing industries. No less than 30 presentations were delivered by industry leaders and professional speakers, with the presentations divided into either joint or individual building and plumbing sessions, which helped maintain a level of relevance to the members of both sectors.

Keynote speaker Professor Mala Rao of the University of East London discussed the effects of climate change in an eye opening and insightful presentation.

Mark McCrindle of McCrindle Research delivered an entertaining presentation that had attendees thinking about what lies ahead for the

construction industry. He examined everything from keeping younger generations of employees engaged, to the future trends in housing and population and how this impacts building professionals.

The technical workshops asked delegates to work through various technical questions from both the Building Code of Australia and Plumbing Code of Australia. These sessions reiterated the importance of the document and highlighted how much of it is up to individual interpretation, which undoubtedly sparked some friendly debate between the different professions present.

The social functions fostered networking among the building and plumbing industries with delegates from across the nation. The Welcome Cocktail Party on Sunday evening, sponsored by GWA Bathrooms and Kitchens, was a relaxed start to the

conference. On Monday evening, attendees were treated to a special viewing of vintage and race cars at Brisbane's Garage 88, an experience many will never forget. On the final Wednesday evening, a spectacular James Bond inspired evening left delegates amazed and entertained after many outstanding acts. The Sofitel Brisbane buffet lunch each day, sponsored by Pentair Valves and Controls, was a huge hit and was thoroughly enjoyed by all delegates.

Overall, this year's Building Australia's Future conference was a great success, allowing attendees to network and hear about the latest developments affecting their role in the industry. MPAQ, as a part of Master Plumbers Australia were proud to be involved in this event for the first time and look forward to the next Australian Building Codes Board conference.

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technical □

Water Meters: The Fight Continues

The State Government is proposing to change the current legislation to allow unlicensed persons to install water meters. The Master Plumbers' Association of Queensland has been fighting the Government on this important issue since the beginning of the year.

Penny Cornah, MPAQ Executive Director, along with two MPAQ members, had the opportunity to meet with the Hon Mark McArdle, Minister for Energy and Water in early October. MPAQ has written to all local Members of Parliament (MP's) regarding our concern that the Government is proposing to allow unlicensed persons to install water meters. The majority of MP's have raised this matter direct with the Minister. The Minister was very aware that the Association had addressed our concerns to all of his MP's and seemed a little annoyed at the fact, however Penny Cornah advised the Minister that it is the Association's role to ensure all MP's are educated regarding the proposed changes that affect each and every Queensland.

At the meeting, two MPAQ members spoke about the implications on their business if this proposal was to proceed and the Minister seemed genuinely interested in their concerns. A number of other issues were raised such as health implications, the impact on plumbers, cost savings and qualifications.

The Association believes this a very important issue that should not be bullied through legislation by Water Service Providers (WSP) seeking their own personal gain with potential risk to the community.

The drivers for these changes are the WSP who want to be able to perform this work, not using licensed plumber employees, but rather less-skilled, non-licensed workers.

The proposed process is for the WSP to specify training and skills requirements (as approved by themselves) and to ensure there is the necessary expertise or training to conduct this work, whether it is delivered from within the WSP or through external contracted companies.

Unfortunately there is:

- No authority and no guarantee that will ensure such a system is

implemented or operating effectively.

- No requirement for consistency in standards across all WSPs and Councils that currently operate in Queensland.
- No minimum national industry skills standards or requirement for non-licensed water service workers.
- No certification or licensing system providing industry driven, third party recognition of the training delivered or competencies achieved.

This is in contrast with plumbers who undertake a nationally recognised apprenticeship of approximately four years covering the full range of competencies relevant to domestic water systems, including Certificate IV, prior to securing their plumbing licence. Plumbing contractors must meet further standards to gain their contracting licence.

The requirements for WSPs appear to be no different to those companies that were required to ensure the competency of their staff when installing insulation under the 'Pink Batts' scheme that resulted in the loss of four lives and cost millions of dollars to rectify, or under the solar electricity panel installation program that resulted in over 200 house fires.

The Department of Energy and Water is drafting legislation and it will be tabled in Parliament this year. It will then be

referred to a Parliamentary Committee. This will provide the opportunity for submissions.

Please help to ensure the Queensland Government, the Minister and Local MP's know that the industry does not support this change by visiting or sending a letter to your local MP.

The Association is making a lot of noise in relation to this issue but we need everyone's help. If you have not previously written a letter to your local MP please contact MPAQ for a copy of a letter.

Although you may not perform water meter work, MPAQ is very concerned that if they proceed with this proposal, what will stop the Government from allowing unlicensed persons to install backflow devices or tempering devices. Where will it stop?

We have recently seen the tragic deaths associated with the poor management of water systems (this time hot water systems) at the Wesley Hospital.

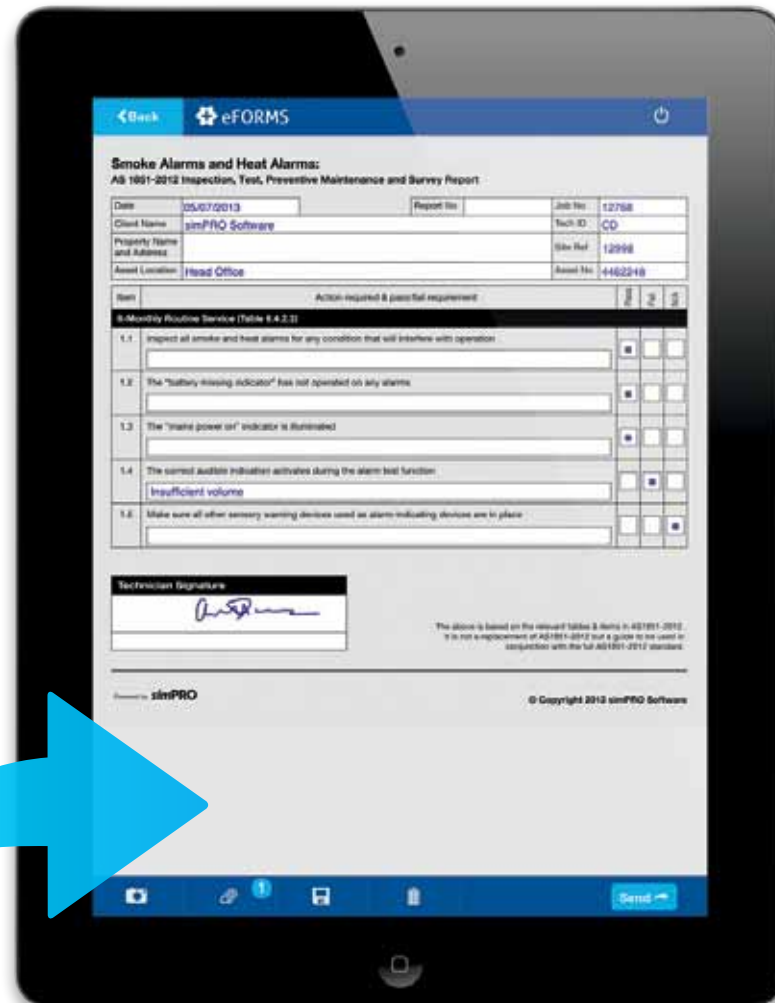
Whilst it is a laudable objective of the Queensland Government to reduce red tape, de-regulating the work associated with this single element of the total water supply system will result in increased risks and consequences for the community, the industry and workers.

For more information please contact MPAQ on 07 3273 0800.



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Vented Dual Checks

On 1 February 2013, the State Government revised the Queensland Development Code (QDC) regarding the dual check valve with atmospheric port (DCAP). The changes will affect the installation requirements of a rainwater tank or other supplementary water supply system in a class 1, 2 and 10 building or structure.

The following should be drawn to your attention and noted:

1. QDC MP4.2 Rainwater Tanks and Other Supplementary Water Supply Systems

Performance Criteria: Water from a tank must not contaminate the drinkable water within a reticulated town water supply system.

Acceptable Solutions: Where a tank is installed, the reticulated town water supply system is protected from the potential of backflow, by the installation of (a) a backflow prevention device that complies with AS/NZS 3500:2003; or (b) for a tank, a dual-check valve with an atmospheric port.

2. QDC MP4.3 Supplementary Water Sources – Commercial Buildings

Performance Criteria: Water from a tank must not contaminate the drinkable water within a reticulated town water supply system.

Acceptable Solutions: Where a tank is installed, the reticulated town water supply system is protected from the potential of backflow, by the installation of (a) a backflow prevention device that complies with AS/NZS 3500:2003; or (b) for a tank, a dual-check valve with an atmospheric port.

The easy option for homeowners and body corporates is to remove the RPZD or DCV testable device for the installation therefore removing the annual fee from local authorities and saving money by not contracting the plumber to test this device annually.

There is still the issue of cost to the homeowner or body corporate on removing the existing device and, of course, paper work required to do so. Additionally, the refitting of the approved dual check valve with an atmospheric port (DCAP) to the installation and also working to the manufacturer's instructions, this valve may also need to be replaced every five years or longer depending on the environment the valve is placed in.

The plumber hired to do the installation should check if the meter on the boundary of the property has a double check fitted internally as it has been

reported that some older meters have not been fitted with a double check.

These devices are not serviceable so when a failure of the valve is reported the valve will have to be replaced with a new device.

Other considerations for plumbers are:

- Failure to remove dirt or debris may affect performance and void the manufacturer's warranty
- DCAP must be installed horizontally, vertical installations are not recommended
- DCAP must be installed with one isolating valve and a line strainer upstream and one isolating valve downstream
- DCAP must be installed in an accessible location to for inspection, testing and servicing
- DCAP installed with the vent port to a discharge line, maintaining with AS3500 a minimum air gap

When you are faced with this scenario, be sure to give the homeowner or body corporate all information on costs and future servicing for both options. For further information contact MPAQ on 3273 0800.

Mandatory Testing for Legionella

On 27 October, Health Minister Lawrence Springborg tabled a report into the legionnaires' outbreak at Brisbane's Wesley Hospital which led to the death of a patient and sparked a statewide legionella testing regime. Chief Health Officer, Dr Jeannette Young has recommended new laws be implemented to compel public and private hospitals to undertake regular tests for legionella.

The Master Plumbers' Association of Queensland (MPAQ) supports Dr Jeannette Young's recommendation that mandatory testing should be put in place for all hospitals and residential aged care facilities. The Association also believes testing should

be mandatory for high risk facilities including childcare centres and youth-care centres.

Whilst a requirement for the testing of cooling towers already exists, testing for contamination and pathogens is not mandated in Queensland for hot water systems. Testing of tempering devices should also be mandatory, at a minimum of every 12 months.

Mr Springborg said Chief Health Officer, Dr Jeannette Young's report found the Wesley did not specifically breach any legislation or regulation. "There was no evidence of negligence or intent on the part of the Wesley Hospital resulting in harm to visitors, patients or staff, but some

administrative failures were identified in regards to the Wesley's management of and response to the outbreak of legionnaires' disease."

Overall, Mr Springborg told State Parliament that Dr Young's review identified a number of areas that needed to be improved including regulation, water supply to health and residential aged care facilities and water infrastructure and water quality management, including periodic testing and reporting.

MPAQ would welcome the opportunity to work with the Government to try and reach a positive outcome providing safe hot water to Queensland hospitals and communities.

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Master Plumbers'
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Form 16's and Rainwater Tanks

As plumbers, we are in the habit of filling out all relevant forms required for licensed works performed. This includes the likes of Forms 1, 4, 7 and 9 etc. But what is a Form 16?

Form 16 is a building form, used by builders as an inspection certificate and falls under the Building Regulation 2006. As it is not called up in the plumbing legislation it is not a plumbing form.

Builders and or certifiers are asking plumbers to supply a Form 16 on completion of their performed plumbing work, this is only acceptable in very limited circumstances.

For example, as Form 16 is an inspection certificate, and plumbers perform mostly licensed or regulated work that is inspected

by council plumbing inspectors who pass/decline the works performed, a Form 16 would not be required.

Plumbing work that is regulated is currently either compliance assessed (inspected, Form 1) or certified under notifiable works (Form 4) or is considered minor works (no form required). This is outlined in the Standard Plumbing and Drainage Regulation 2003.

An example of when a Form 16 could be issued by a plumber is in the case of "unregulated" work, i.e. the installation of a rainwater tank (not being plumbed into the dwelling). If the rainwater tank installation is only the placing of the tank on the property and the connection of downpipes, this is

unregulated work, so in a case like this no plumbing inspection or plumbing related form is required to be submitted, hence the plumber (or whoever installed the rainwater tank) may issue a Form 16 to the builder to notify he has installed the tank correctly.

There are cases where the builder / certifier is requesting a Form 16 for regulated works, in these cases the plumbing inspection (Form 1) or Form 4 outweigh the Form 16.

Basically, in circumstances where regulated work is performed, the plumber is bound by the Plumbing and Drainage Act and the Standard Plumbing and Drainage Regulations, not the Building Regulations, hence a Form 16 is not required.

Below is a list of the common forms plumbers may be required to fill out.

Form 1. Application for compliance assessment

Form 3. Verification of covered work

Form 6. Notice of compliance - remote area

Form 7. Notification of responsible person

Form 8. Notice of compliance on-site sewerage work

Form 9. Report on inspection and testing backflow prevention devices, registered air gaps and registered break tanks

These are the most relevant forms that the majority of plumbers will use and can be located online at www.hpww.qld.gov.au.

Form 4 is either submitted as a hard copy (book issued by the PIC) or electronically. Electronic lodgement is via the PAS (Plumbing Application Service). MPAQ is releasing a new plumbing forms app for PC, smart phones and tablets and will be available soon.



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MPAQ Delivers Gas Training

Master Plumbers recently announced their new Mobile Gas Training Centre. This vehicle has been custom built to be able to provide gas training across Queensland. It is an exciting new venture for MPAQ and the plumbing and gas industry and we look forward to bringing gas training to you.

The nationally recognised course QLD300GAS01A Service and Repair Type A Gas Appliances will be available in 2014. This unit covers the skills and knowledge to diagnose and rectify faults whilst servicing and commissioning Type A gas appliances and their components. This unit includes conducting leak testing procedures and testing and commissioning the appliances in the workplace.

To register, visit www.mpaq.com.au or refer to the dates on page 19. For further information call 07 3273 0800.





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IMPORTANT INFORMATION BUSSQ will use your personal information, including your tax file number, to find other super accounts in your name. Standard SMS charges apply. Before acting, you should consider the appropriateness of the action to your individual needs or seek independent advice from a properly qualified professional. A BUSSQ Product Disclosure Statement (PDS) should be obtained before any decision is made to purchase a BUSSQ product. BUSS (Queensland) Pty Ltd ABN 15 065 081 281; AFS Licence 237860; BUSSQ ABN 85 571 332 201. *Figures as at 30/06/11 from ATO Taxation Statistics 2010-11.



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Training Course Dates

2013

November 2013		
6 - 8	Backflow Prevention	Brisbane
13 - 14	TMV	Brisbane
20 - 21	Solar & Heat Pump	Brisbane
22	Qld Plumbing Legislation Course	Brisbane
December 2013		
4 - 6	Backflow Prevention	Brisbane

2014

February 2014		
3 - 7	Service Type A Gas Appliances	Brisbane
10 - 12	Backflow Prevention	Brisbane
13 - 14	TMV	Brisbane
17 - 21	Service Type A Gas Appliances	Bundaberg
24 - 28	Service Type A Gas Appliances	Rockhampton
24 - 26	Backflow Prevention	Sunshine Coast
27 - 28	TMV	Sunshine Coast
March 2014		
3 - 7	Service Type A Gas Appliances	Mackay
10 - 14	Service Type A Gas Appliances	Townsville
10 - 12	Backflow Prevention	Gold Coast
13 - 14	TMV	Gold Coast
17 - 21	Service Type A Gas Appliances	Cairns
24 - 26	Backflow Prevention	Toowoomba
27 - 28	TMV	Toowoomba
31 - 4 April	Service Type A Gas Appliances	Townsville
April 2014		
7 - 9	Backflow Prevention	Sunshine Coast
7 - 11	Service Type A Gas Appliances	Emerald
10 - 11	TMV	Sunshine Coast
28 - 2 May	Service Type A Gas Appliances	Gympie



For more information visit the MPAQ website www.mpaq.com.au or contact the training department on 07 3273 0800.





Q An employee gave me a doctor's certificate saying he was unable to attend work. When it was about to expire, he gave me another medical certificate for a further eight days and notice of his resignation. Whilst he was on the second period of sick leave, he was actually setting up his own business and I have documentary proof and witnesses. Do I have to pay out his notice period?

A The risk is if you do not pay out the full notice period, he may allege that you took adverse action against him because he was exercising his "workplace right" to take sick leave. He might lodge a complaint with Fair Work seeking compensation (which would not amount to much) and to have you fined. If the evidence is as strong

as you say, that risk would be relatively low. From a commercial perspective, you should consider writing to him explaining why you propose not to pay out his full notice period and ask him to advise if there are any other matters he believes you should take into consideration and that if you do not hear from him, you intend to proceed on that basis.

Q Can I terminate a building contract for a subcontractor's breach of his health and safety obligations on site?

A Generally speaking, if the conduct of the subcontractor amounts to a significant breach of occupational or workplace health and safety laws, you can terminate the contract. If you have a written contract like the Australian Standard series you should be able to use the procedure set out in the contract. If you have no written contract or a contract that does not specifically deal with terminating the contract, then it will be more difficult but it may still be possible. You should seek legal advice before terminating any contract as if you get it wrong, there could be serious financial consequences.

For further information please contact Ian Heathwood at McKays Solicitors:

Brisbane, Mackay, Gold Coast and Surat Basin – 1300 764 529

Porn in the Workplace

The Fair Work Commission has ruled in favour of three Victorian postal workers who made unfair dismissal claims, after being sacked for sending explicit material at work.

The workers were caught using the Australia Post email system to distribute sexually explicit material around their workplace. Fair Work considered the three terminations to be unfair, because the Dandenong Postal Centre hadn't taken any action to deal with inappropriate workplace behaviour that had developed over many years.

Fair Work is expected to hold a hearing to decide if the three should get their jobs back.

What does this mean for employers?

The case is a wakeup call to all employers, including contractors, to have a set of behaviour standards in place, properly convey them to their workers, and enforce them consistently across the workforce. An employer or contractor cannot ignore behaviour such as this for years, and then

suddenly sack particular workers as a warning or deterrent to the rest of the workforce.

In response to this decision, workplaces should consider tightening their policies about the use of their business email systems. Solid ground rules should be set, stating that the sending of such material is serious misconduct and repeated offences could lead to dismissal.

Although this specific case involved the office email system, the same principles could be applied to the situation of workers sending sexually explicit material to each other via their smart-phones during work time. Policies involving the use of mobile phones, laptops and other such equipment during working hours, should also be scrutinised by employers, and then consistently enforced across a workplace.

Sexual harassment consequences

In particular, employers and contractors should be vigilant about workers sending

explicit material to their colleagues because some workers could consider it sexual harassment. There is then the possibility of an employee who feels harassed making a claim against both their work colleague who sent the email, and the employer for not managing the said behaviour. What might be harmless to one person could be highly objectionable to another.

No "green-light" to porn in the workplace

Employees shouldn't regard Fair Work's ruling as a "green light" for sharing this type of material in the office email system. Rather, the distribution of explicit material doesn't seem to be regarded as unacceptable to the social norms, in the way theft from the workplace is usually regarded as an automatic sacking offence.

If you're unsure about whether your workplace policies adequately address the above issue, or any other workplace matters, contact McKays Solicitors for advice and assistance to steer your business in the right direction.

Brisbane Office
Ian Heathwood – (07) 3223 5942
ihealthwood@mckayslaw.com
Louise Nicol – (07) 3223 5924
lnicol@mckayslaw.com
Mackay Office
Cyndel Muscat – (07) 4963 0878
cmuscat@mckayslaw.com
Gold Coast
Scott McSwan – (07) 5553 8403
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MPAQ Assisting Major Contractors

Wayne Smith has worked as a Workplace Consultant with the Master Plumbers' Association of Queensland since 1997.

In his continuous 16 plus years of service, Wayne has been responsible to the major commercial contractors, both individually and collectively, for a range of key services including:

- Leading Enterprise Agreement negotiations with the Plumbers Union
- Managing other various Industrial Relations and Employment issues

- Assisting with business development issues
- Providing operational and strategic guidance and assistance to contractors in the resolution of any number of particular company and personal issues
- Mentoring various contractors and their key personnel

Wayne's services continue to be available to our major commercial plumbing contractors as part of their Association membership package of benefits.



Wayne Smith

Construction Site Crimes



Construction sites are an easy target for theft of general building materials and household items such as hot water systems, stove tops and air conditioners. Queensland Police recently reported that there have been instances of offenders targeting work sites and shipping containers after hours. Chains and padlocks are being cut from shipping containers using bolt cutters or a similar tool, and thieves are taking equipment stored inside.

As a plumber, it is important to be vigilant in light of these trends. The last thing you want is to have your tools and/or materials stolen from a construction site.

Take the right precautions to avoid becoming a burglary victim. If possible, remove all tools and material from the construction site to eliminate any chance of theft and clean up before leaving for the day. If you need to leave any material behind Police are suggesting owners use locking mechanisms that protect from cutting tools and make sure equipment is marked in

some way with details recorded.

As well as taking steps to prevent the risk of theft, all plumbers should ensure they have an adequate level of insurance cover just in case the unthinkable happens. Although an insurance policy cannot completely compensate for the inconvenience that burglary can create, it can certainly inhibit the financial strain brought about by such an occurrence. Make sure you understand what is and isn't covered when you are on site. Many insurance policies require you to correctly secure your items.

With WFI you tailor an insurance package to suit your needs as a plumber. For more information or to review your insurance call WFI on 1300 934 934 or visit wfi.com.au.

To see if our product is right for you, always read the PDS from the product issuer, WFI (ABN 24 000 036 279 AFSL 241461). Master Plumbers' Association of Queensland is an alliance partner of WFI. If you take out a policy with WFI, MPAQ receives a commission from WFI of 10% of the value of the premium payment (excluding taxes and charges). MPAQ members receive half of the commission which is put towards their membership renewal.

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The Nitty Gritty of Growing Your Plumbing Business In Difficult or Good Times

There are three ways to grow your plumbing business. These are practical and proven and work no matter what external factors are impacting the plumbing industry and businesses.

Read more to learn how one plumbing business grew from just under \$280,000 per year in revenue to around \$830,000 in less than three years, in difficult times.

These ways of growing your plumbing business work for all plumbing businesses:

- Whether you are small or large
- No matter the type of plumbing being done - residential, commercial or industrial or any combination
- In South-East Queensland and in all regional areas of Queensland
- Whether you know next to nothing about marketing or selling or whether you consider yourself an expert in these areas

The three ways to grow your plumbing business:

1. Convert more of the enquiries that you generate into paying customers
2. Generate more enquiries
3. Win more repeat business from existing customers (sell them more)

Let's look at a real plumbing business that put these three approaches in to action.

Three years ago this plumbing business was winning revenue of around \$280,000 per year. They were winning 1 in 5 jobs that they received enquiries for, and they received around 1,000 enquiries per year (approx. 20 per week). An average job was worth \$1,400.

They changed a few small things about how they dealt with enquires and this improved their conversion rate from 1 in

5 enquiries won to 1 in 3 enquiries won. They did this for very little extra cost.

Their average job size didn't change. These small changes resulted in their revenue increasing to approximately \$462,000. (They were still getting the same number of enquiries).

Instead of winning 200 jobs per year they were now winning just over 330 per year with no extra advertising and very little extra expense.

How did they improve their conversion rate from 1 in 5 to 1 in 3?

They identified the decision making process that customers were going through to make a buying decision. We then made some changes to how they communicated with customers to better match the customer's decision making process. It may sound complicated but it was actually very straight forward.

We also made some cosmetic changes to how the business presented itself to customers, becoming friendlier and more professional.

These small changes improved their win rate of enquiries to sold jobs and generated an additional \$182,000 of sales per year.

Next we worked on generating more enquiries. The focus here was on developing a clear and powerful answer to the question, "why would a prospective customer choose my plumbing business over each and every other plumbing

business that do the same types of jobs?" And the answer cannot be the usual boring stuff: quality, showing up on time, professional, tidy up etc. Every plumbing business says these things whether true or not.

Once we figured out the answer to the question "why would a prospective customer choose my plumbing business over each and every other plumbing business that do the same types of jobs?" we started some limited advertising using this message. We fine tuned the content of the ads and where they were placed. Within six months the rate of enquiries had almost doubled: to around 1,700 enquiries per year, or around 34 per week.

At the new conversion rate of 1 in 3 enquiries becoming paying customers, and with this increased number of enquiries, the annual revenue increased to around \$790,000.

The final step was to offer paying customers an extra service, an annual service agreement. Around 1 in 10 customers bought this new service. This increased revenue further to just over \$830,000 per year.

An ordinary plumbing business went from just under \$280,000 per year in revenue to around \$830,000 in less than three years, in difficult times.

To learn step by step how to do this in YOUR plumbing business, Sales Ecosystem in association with MPAQ is holding a one day practical hands-on training course in late November and early December in Brisbane, Cairns and the Gold Coast. The cost for MPAQ members is \$660 and for non-members \$990.

Contact Sam McNeill on 0403 067 644 for details and to reserve your place.



MPAQ Employment Tool Kit

business □

The MPAQ Employment Tool Kit is specifically designed to assist plumbing businesses with their employment obligations.



The Employment Tool Kit covers **4** main areas:

- 1** Recruitment and selection
(including an employment contract template)
- 2** Employment obligations
- 3** Managing employee performance
- 4** Termination and redundancy

To make this comprehensive Tool Kit easy to use, it is provided as an electronic document on CD. Members can access each part of the manual quickly and easily. The Tool Kit can be purchased by members only for \$220 inc gst.



Master Plumbers'
Association
of Queensland

To purchase your Employment Tool Kit, please place your order via the MPAQ Stationery Order Form. For further information please contact MPAQ on 07 3273 0800 or visit www.mpaq.com.au.

Changes to Award Flexibility Terms are just Around the Corner

An Award Flexibility Agreement (AFA) is an agreement which an employee and employer can agree to that allows certain terms of the modern award to be varied. The particular terms include:

- Working hours,
- Overtime rates,
- Penalty rates,
- Allowances, and
- Leave loading.

An AFA must be in writing and signed by both parties but it does not need to be submitted or approved by any other party or government body. It is imperative however, that an AFA is entered in to without duress or coercion and an employee cannot be threatened to sign such an agreement,

it MUST be entered into on a mutual basis by both parties. In addition, the AFA must pass the Better Off Overall Test (BOOT - i.e. the employee must be better off overall under the AFA than they would have been if such an agreement was not developed).

The Fair Work Commission (the Commission), through the modern award process, has recently released draft variations to the model 'award flexibility' terms. These variations include:

- AFA's can only be entered into "after the individual employee has commenced employment with the employer";
- The better off overall test (BOOT) must be proven "at the time the

[award flexibility] agreement is made"; and

- The award flexibility agreement can be terminated by either party by giving "13 weeks' notice of termination, in writing, to the other party".

These new variations are set to come into effect soon and we are waiting on the particulars to be inserted in to the Plumbing and Fire Sprinklers Award 2010 and the Clerks Private Sector Award 2010. When these variations have been inserted in to the Awards, MPAQ will certainly advise members. If you have any questions regarding Award Flexibility Agreements or the draft provision, please contact the MPAQ Workplace Relations team on 07 3273 0800.

Important dates for 2014

Below are a list of dates for 2014 RDO's and public holidays. MPAQ members can contact our Workplace Relations team for assistance in regards to wages, RDO's and public holidays.



RDO's for 2014

Monday 13 January
Monday 10 February
Monday 10 March
Monday 7 April
Monday 5 May
Monday 2 June
Monday 30 June
Monday 28 July
Monday 25 August
Monday 22 September
Monday 20 October
Monday 17 November
Monday 15 December

Public holidays 2014

New Year's Day – Wednesday 1 January
Australia Day – Monday 27 January
Good Friday – Friday 18 April
Easter Saturday – Saturday 19 April
Easter Monday – Monday 21 April
Anzac Day – Friday 25 April
Queen's Birthday – Monday 9 June
Exhibition Day (Brisbane only) – Wednesday 13 August
Labour Day – Monday 6 October
Christmas Day – Thursday 25 December
Boxing Day – Friday 26 December

2013 Plumbing Forums & Expos

This year, MPAQ hosted nine Plumbing Forums & Expos around the state. It was great to see everyone as we visited Toowoomba, Hervey Bay, Sunshine Coast, Brisbane, Mackay, Rockhampton, Townsville, Cairns and the Gold Coast. Thank you to everyone that attended an Expo and a big thank you to the companies that participated by having a trade display.

The Forums were a great opportunity to discuss industry issues in each region. We would like to thank the Plumbing Industry Council for coming along to speak at the Forums as well as the Local Councils that were involved. It's important that everyone shares information and has the opportunity to ask questions face to face.

Plans for the 2014 Expos are now underway and we look forward to visiting the regions again next year. Dates for 2014 will be made available soon. If you have any comments or feedback regarding these events, please contact MPAQ on 3273 0800 or events@mpaq.com.au.



Great turn out at the Toowoomba Plumbing Forum & Expo in March



Queensland Rugby League star Ben Hannant drops into the Brisbane Plumbing Forum & Expo

World Plumbing Day 2014

Each year, World Plumbing Day gains momentum and importance in the plumbing industry and community. World Plumbing Day is an international event on 11 March, initiated by the World Plumbing Council, celebrating the important role plumbing plays in the health and safety of modern society.

So make sure you have 11 March 2014 in your diary as a day to celebrate the great work you do for your community.

MPAQ looks forward to celebrating with you and doing something special to mark the occasion. Stay tuned for details.



Helping plumbers with their employment obligations

MPAQ has been conducting Employment Seminars around the state to help plumbing employers with their employment obligations. The seminars included a range of speakers including MPAQ Workplace Relations Advisor Emma Ross, legal experts from McKays Solicitors, representatives to discuss Workcover and changes to superannuation (BUSSQ). Sam McNeill from Sales Ecosystem also presented on how to grow your business and provided an introduction to social media.

The seminars were held in Cairns, Townsville, Mackay, Rockhampton, Sunshine Coast, Gold Coast, Toowoomba and Brisbane with attendees commenting on how beneficial the seminars were.

MPAQ plans to continue to deliver informative seminars such as these in 2014 around the state. Your support and involvement in these seminars is essential for their continued success. If you have any comments or feedback, please contact MPAQ on 3273 0800 or info@mpaq.com.au.



Emma Ross from MPAQ presenting at the Gold Coast seminar.

product news...

Rheem Stainless Steel Range

Rheem Australia has launched a new range of stainless steel water heaters. The new Rheem Stellar Stainless Steel is available in models suitable for connection to either electricity or gas. The new Rheem Stellar Stainless Steel water heaters have been designed with performance, high energy efficiency, features and aesthetics firmly in mind. Rheem's stainless steel water heaters are lighter compared to vitreous enamel, making them easier to handle, transport and install. For further information visit www.rheem.com.au.



iPlumb Safe App

The iPlumb Safe App was developed by a plumber, for the plumbing industry. It is designed to perform a job risk analysis. Assess and remove known risks to health and safety, provide documentary evidence and record keeping. The app also has a library of common MSDS as well as over 50 plumbing specific safe work procedures. The app is available from Apple and Android app stores.



Ridgid SeaSnake Max

The rM200 Camera System combines portability and versatility to make your drain inspections easy and efficient. The rM200 features a newly designed push cable for greater abrasion resistance and more efficient pushability. It also has a self-levelling camera head with 25mm diameter. The ultra compact camera head allows easier passage through tight turns while still illuminating pipes up to 6" while the docking system allows you to attach monitors for easy transport and connected viewing. Visit www.ridgid.com.au for more information.



Actively Lobbying for our Industry

Plumbers work in an industry of which they can rightly be proud. Plumbers know the important role they play in providing clean water and sanitation to the community. Effective plumbing services are critical for maintaining and enhancing community health as well as protecting the environment, though sometimes this is often underestimated at the highest levels within government and the community at large.

The Master Plumbers' Association of Queensland has been actively lobbying the Government regarding a number of changes that impact the plumbing industry.

Water Meters

The State Government is proposing to change the current legislation to allow unlicensed persons to install water meters. The Association has been petitioning the Government for the purpose of protecting each and every Queenslanders' water supply from being tampered with by unlicensed persons. The Association believes this a very important issue that should not be bullied through legislation by Water Service Providers seeking their own personal gain with potential risk to the community.

MPAQ has been very active meeting with Ministers, writing to all local MP's and meeting with some of them to advise of the risks associated with this proposed change. Whilst it is a laudable objective of the Queensland Government to reduce red tape, de-regulating the work associated with this single element of the total water supply system will result in increased risks and consequences for the community, the industry and workers.

Building Services Authority Review

The State Government has replaced the existing Building Services Authority with a new entity called the Queensland Building and Construction Commission. It has been proposed that occupational licensing for plumbing and drainage be removed from the Plumbing Industry Council and taken to the new Commission. MPAQ strongly opposes this and has requested industry support to stand together and have plumber's licenses controlled by a plumbing entity to ensure the viability of our industry.

Mandatory Testing – Legionnaires

Plumbing has been in the public eye this year with the outbreaks of legionnaires at a number of hospitals in Queensland. Ernie Kretschmer, MPAQ Technical Services Manager represented the Association in a number media correspondence. The Association is pushing for mandatory testing for tempering devices and hot water systems to help assist with incidents such as legionnaires occurring.

National Licensing

On the Federal front, a national occupational licensing system is proposed to improve labour mobility and to streamline the processes associated with the licensing of a number of occupations including plumbing and gas fitting. Whilst the proposed options may make sense on paper it is apparent that it may not work in the real world. The ability for tradespersons to cross borders to perform works only affects a small minority of persons that live and work near a border. We believe national licensing will impact plumbers with higher licensing fees, shorter licensing times, the loss of some endorsements and the weakening of the apprenticeship system to name a few.

The Association is petitioning the Government on all of the above issues but we need your help also. Please speak to your local MP and let them know you are not happy with the changes this Government is trying to implement.

40 Years Membership AFT and AF Chapman Plumbing

Who founded the company?

Allen and Anne Chapman.

When was the company founded?

We started in 1968 as a partnership subcontracting to J R Wyllie and Sons.

Has the company changed over the years?

Yes. We formed The Chapman Family Trust when we started plumbing in the new homes section for Ballantyne Homes and we grew to eight employees by 1981. We continued into maintenance and also new homes.

What does your company specialize in?

Maintenance mostly done by Allen and Mark and work on new homes.

What have been the company's major highlights?

Training apprentices, over the years we have trained ten apprentices and had several employees. The major highlight was work on The First City Caravilla Caravan Park and a few three to four

story buildings.

Has the company/staff won any awards?

- Meritorious Service Member in 2001
- 40 year Membership
- A staff member received a TAFE award for high achievement

How many people worked for the company when it started?

Only myself and Anne.

How many people work there now?

Allen, Anne and Mark Chapman.

How do you feel the industry has changed over the years?

There are too many rules and regulations now. The fees and fines and costs to run a business have changed as well as new products.

How has your subscription to MPAQ helped the business over the years?

Technology, training, overall information especially wages and making new friends at conferences.

What are your future goals for the company?

Allen to retire and his son Mark to take over.



Mark Chapman presented with the 40 year membership certificate.

M E M B E R S H I P

M I L E S T O N E S



△ Nigel Brown from Gaspipe Industries celebrating 20 years membership

▽ Darryl Westbury from Darryl Westbury Plumbing celebrating 20 years membership



◁ Alan Bressan from South East Qld Plumbing & Gas celebrating 20 years membership



△ David Parker from Westside Plumbing celebrating 20 years membership

▽ Jason Bunyon from Maintenance Made Easy celebrating 10 years membership



◁ Tim Kerr from Kerr Plumbing celebrating 10 years membership



△ Clinton Fraser from Clinton Fraser Plumbing, Drainage and Gasfitting celebrating 10 years membership



◁ Lloyd Godwin from LE & CM Godwin Plumber / Drainer celebrating 10 years membership.

new contracting members (name / company / division)

Rob Baker	Encano Plumbing and Draining	Brisbane South
William Bolt	Australian Plumbing Services Pty Ltd	Brisbane South
Lee Candler	Plumb-It Solutions	Country
Kurt Cowell	K and M Plumbing and Gas	Far North Queensland
Roger Garrick	Bay Plumbing and Maintenance	Brisbane North
Bernie Gilbert	BCG Plumbing	Sunshine Coast
Greg Harris	Jetset Plumbing Pty Ltd	Gold Coast
Allan Le Gros	Le Gros Plumbing	Bundaberg
Matt Lunn	High Performance Plumbing Pty Ltd	North Queensland
Dean McAlpine	Broadbeach Plumbing Services	Gold Coast
Damien Meredith	Footprints Plumbing and Services	Far North Queensland
Jai Philp	Calliope Plumbing Pty Ltd	Central
Marcus Platen	Burdekin Roofing and Plumbing	North Queensland
Jedda Reed	Reed Plumbing Industries	Mackay
Micheal Russell	Bucks Plumbing and Gas Services	Far North Queensland
Mark Saric	Intaflow Services	Brisbane South
David Schuh	Dakar Plumbing	Central
Andrew Shipway	Yep Plumbing Services	Brisbane North
John Symonds	Symonds Plumbing Service	Brisbane North
Michael Tapinos	A-List Plumbing Pty Ltd	Brisbane South
Joshua Thomas	JT's Plumbing and Gas	Brisbane South
Kent Vickers	Qld Industrial Gasfitting Services Pty Ltd	Brisbane South
John Weeks	John Weeks Plumbing	Brisbane North
Ben Woods	Plumbing Plus Gas Pty Ltd	Far North Queensland

milestone certificates (years / name / company / division)

10 years		
Brendan Brown	Humes	Brisbane North
Ian Dorrough	Central Solar Systems	Gold Coast
Tim Forrest	Tim Forrest Plumbing Pty Ltd	Brisbane North
20 years		
Nigel Brown	Gaspie Industries Pty Ltd	Brisbane South
Paul Halliday	Pentair Valves and Controls	Brisbane North
David Parker	Westside Plumbing (Qld)	Brisbane North
Trevor Smedley	Smedley Plumbing & Drainage	North Queensland
30 years		
Brian May	F & M Plumbers & Drainers	Sunshine Coast
Merv Wilshere	AL Wilshere & Co	North Queensland
40 years		
Juliet Bosel	Reliance Worldwide	Brisbane North

3M Purification Pty Limited.....	1300 345 837	Gas Components Australia.....	07 3255 9255	Rheem Australia.....	132 552
Action Tanks & Septic Solutions ...	1300 228 466	Gerimex Design Pty Ltd	0417 487 367	Ridge Tool (Aust) Pty Ltd	03 9930 7000
Advanced Enviro-Septic	07 5474 4055	Gladstone Regional Council	07 4977 6521	Rinnai Australia.....	07 3137 6600
Ancra Australia.....	1800 426 272	Grundfos Pumps.....	07 5540 6700	Rockhampton Regional Council ..	1300 22 55 77
Apollo Valves	0477 223 110	Gympie Regional Council	07 5481 0644	RT Edwards	07 3426 7500
Apricus Australia.....	02 8789 6000	Humes	07 3866 7100	Samios Plumbing Supplies	07 3907 8388
Aquacure Water Treatment		Ignite Business Consulting Pty Ltd.....	1300 550 800	Saniflo	03 9543 3891
Pty Ltd.....	07 3277 6696	Isaac Regional Council.....	1300 47 22 27	Select Water Tanks	07 5546 8571
Aquatech Solar Technologies		Kembla Tube & Fittings		Shower Sealed Pty Ltd.....	1300 519 133
Pty Ltd.....	1300 769 904	07 3868 7888 / 1800 804 631	simPRO Software	1300 139 467
Armaceil Australia	03 8710 5999	Leaktech Australia.....	1300 0 LEAKS	SkillsTech Australia	07 3633 5050
Astivita Renewables Limited	07 3274 0767	LWG Zurn Australia	07 3348 2666	SolarArk Pty Ltd	1300 670 966
Australian Industry Trade College	07 5635 0400	Mackay Regional Council.....	07 4944 2411	Stiebel Eltron (Aust) Pty Ltd	07 3399 3999
Australian Valve Group.....	03 9462 2666	Maranoa Regional Council	07 4624 0726	Storm Plastics Pty Ltd	07 3865 4811
Austworld Commodities.....	1300 780 430	Mascot Engineering Group.....	1300 885 295	Stormtech Pty Ltd	02 4423 1989
Bromic Plumbing & Gas	1300 276 642	Masters Home Improvements.....	1300 337 707	Stratco (Qld) Pty Ltd	07 3451 4444
Bundaberg Regional Council	1300 883 699	McKays Solicitors.....	07 3223 5900	Street Smart Energy	02 9339 0904
BUSSQ	07 3369 1111	Milwaukee	1300 361 505	Studor Australia	1300 551 519
Buteline Australia Pty Limited	07 3630 2173	Moody & Winter Sales Pty Ltd.....	07 3376 2455	The MacServices Group.....	07 3012 3700
Caroma Industries.....	07 3131 5999	Moreton Bay Regional Council	07 5498 8353	The Wondercap Company Pty Ltd.....	07 5539 3665
CBUS	1300 361 784	Mount Isa City Council.....	07 4747 3200	Tom Stoddart Pty Ltd	07 3345 5011
Con-Serv Corporation		Natural Gas.....	1300 001 001	Total Eden.....	07 3275 1633
Australia Pty Ltd.....	07 3630 5744	Ningi Distributions Pty Ltd.....	07 5495 1914	Townsville City Council	07 4773 8365
Construction Skills Queensland.....	07 3846 8700	Nitz Hydraulic Services Pty Ltd.....	07 3341 4066	Tradelink Plumbing Supplies	07 3260 9155
Copperform Australia Pty Ltd	07 3277 2233	Pentair Valves & Controls	07 3260 2555	Tradie Save	07 3358 5019
Crane Copper Tube	07 3276 8487	Philmac.....	1300 132 352	Unitywater	1300 086 489
Davey Water Products Pty Ltd	03 9730 9258	Pipe Fittings Online.....	1800 754 255	Vacuum Toilets Australia.....	08 9410 0166
Ecolife Solutions Pty Ltd.....	07 3881 2300	Plastec Australia Pty Ltd	07 5491 9919	Valves R Us	07 3865 1488
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Energex.....	131 253	Queensland Gas Association.....	1300 7922 39	Whitsunday Regional Council	07 4945 0222
Enware Australia Pty Ltd.....	07 3865 1033	Quilpie Shire Council	07 4656 0500	Zetco.....	1300 659 639
Epitomy.....	02 9673 6275	QUT Facilities Association	07 3188 2331	Zip Heaters (Aust) Pty Ltd	1800 638 633
Ergon Energy	131 046	Rain Harvesting.....	07 3248 9600		
Everhard Industries Pty Ltd	131 926	Reece Pty Ltd	03 9274 0000	For more information regarding our	
Flowpex Piping Systems.....	02 9986 0605	Rehau Pty Ltd	07 3889 7522	Industry Associates refer to the corporate	
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