



MASTER BUILDERS ASSOCIATION OF VICTORIA

ANNUAL REVIEW 2016-17



(03) 9411 4555

www.mbav.com.au

OUR FIRST FEMALE PRESIDENT



MELANIE FASHAM

In my first term as Master Builders Association of Victoria President I've been impressed by our team's depth of support, knowledge and dedication.

Master Builders is forward thinking. We are an innovative organisation always looking out for the best interests of our members, striving for ways to help them continue their quality work, while supporting them through the everyday challenges.

Our sector is the largest employer of trade apprentices in the Australian economy and I'm so proud of the work our team does to support young people in their careers. I had the pleasure of presenting at the Master Builders State Apprentice of the Year Awards this year where a record number of attendees (more than 900) saw our young apprentices recognised. The success of this event was testament to the hard work our team has been doing to support the future of our industry.

Beside the work with our apprentices, the full range of departments at Master Builders have been busy all year. Our MBAssist call centre has taken 107,750 phone calls, working tirelessly to help with a wide range of enquiries every day. Our Legal Department has taken 4730 phone calls, assisting members with a range of legal enquiries. We were named Victorian Small Training Provider of the Year 2016 and we have refreshed a broad range of our training offerings while expanding the number of training locations to make learning easier and more convenient for you.

The past financial year has been challenging, but Master Builders has continued to work hard on the issues that are important to the industry to help your business thrive.

MASTER BUILDERS IN THE COMMUNITY

MASTER BUILDERS FOUNDATION

Established in 2010, the Master Builders Foundation has been instrumental in nurturing the careers of young apprentices. The Foundation has awarded 115 scholarships, equalling \$230,000 of financial assistance for training and tools. As the Foundation reaches the seventh year mark, we look forward to continuing that support.



"If you have goals to go further in the industry, you may as well go for a scholarship because it will help you make that next step."

"The \$10,000 went a long way towards getting my license, otherwise it would have been hard to afford a diploma, get a good computer and software as an apprentice let alone get registered."

Devin Grant, Granted Constructions, Foundation Scholarship winner 2013 and Master Builders Apprentice of the Year 2011

MENTAL HEALTH AWARENESS

Every two days, an Australian builder or construction worker takes their own life. Furthermore, construction workers are six times more likely to die from suicide than an accident at work and one in five Australian workers is likely to be experiencing a mental health issue at any one time – that figure rises to one in four among construction workers.

These confronting facts are both deeply disturbing and preventable. Our members have highlighted the importance of mental health in our industry and asked for our help, compelling us to recognise our place in that support network. As a large member organisation, we have a range of 'touch points' with builders, enabling us to open that important dialogue on mental health awareness.

In response, our OHS department has launched two mental health training courses, Mental Health First Aid and Mental Health Workplace Training, plus Mental Health

Toolbox meeting scripts. We have also featured a foreword by *beyondblue* chairman, Jeff Kennett, in our member magazine plus feature articles and builder profiles on the issue. Mental Health information has also been incorporated into our Trade Nights.

We hope that by providing information, training and opportunities for discussion, we can help address the over-representation of our industry colleagues in mental health statistics.

For more information about how our OHS department can help you with mental health contact us on (03) 9411 4555.

If you or someone you know is struggling with mental health issues, contact *beyondblue* on 1300 224 636.

KIDS UNDER COVER CUBBY HOUSE CHALLENGE

Master Builders has supported youth homelessness charity Kids Under Cover for more than 25 years. During that time our Board, staff and members have supported events like the Cubby House Challenge, made donations and volunteered time.

Our financial contribution has reached more than \$50,000 but it is our lobbying, advice and advocacy that has been critical to the development of the charity.

Without this, the team at Kids Under Cover say they would not have been able to deliver 450-plus studios and supported more than 3000 young people since they began.



MORE SUPPORT

Master Builders regularly contributes in a range of ways to a variety of other benevolent organisations. These include:

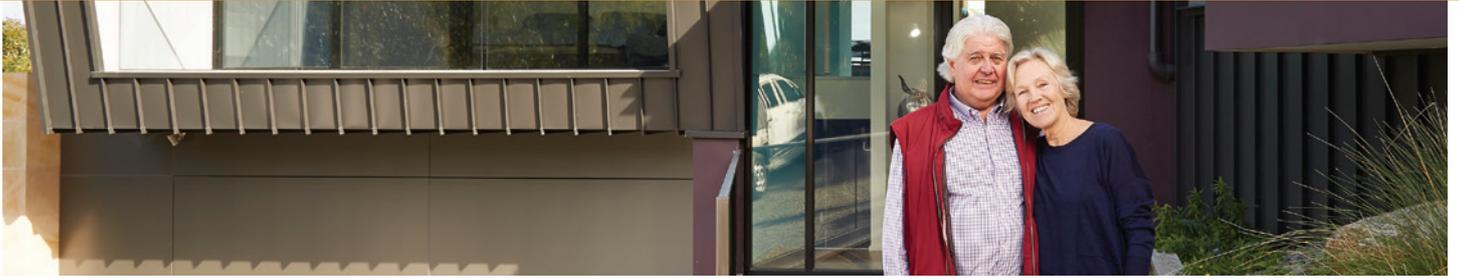
- Australia's Biggest Morning Tea
- Australia's Biggest Game of Cricket
- SIDs Red Nose Day
- Sacred Heart Mission
- Charity Golf Days
- \$5000 donated to the Sacred Heart Mission at the end of 2016.

2816
BUILDING
PERMITS ISSUED

220
SITE SAFETY
AUDITS

5000+
EVENT
ATTENDEES

OUR PRODUCTS AND SERVICES



MEMBERSHIP

How many members do we have?

- 9,116 members
- 89% retention rate which is close to our record

What about future members?

- 2000 ALink (apprentice) members
- More than 48,000 apprentices and students reached
- 28 road shows and school visits
- Representation at seven expos and competitions including WorldSkills

"We looked around and found that Master Builders with all of the history that they have and the benefits that they offer, was absolutely the right organisation for us to join."



Sean Morley,
CEO, Impresa House

TRAINING

How are we keeping your skills relevant?

- Victorian Small Training Provider of the Year 2016 and Australian finalist
- 78,473 face-to-face student contact hours trained
- Close to 90% student satisfaction rating (Victorian State Government RTO Performance Indicator report)

Building Leadership Simulation Centre

- 1093 participants
- 4.55/5 satisfaction rating
- 8.3 % revenue growth

"The support that I received during my time at Master Builders was above what I expected. The trainers were always willing to listen to any questions and the staff were always happy to assist."



Vanessa Borg,
Certificate IV in Building student

REGISTRATION

How have we helped you to get you registered?

- Assisted more than 1000 members with registration
- 85% application success rate
- 40% increase in attendance to our 55 workshops in metropolitan and regional areas

"All the assistance provided by the builders registration team was very helpful, they helped me understand the whole application process, finalise my application form, led me in the right direction and provided study material. Not only did this effectively save time with my studying but also precisely indicated the learning objective. Without their assistance I would not have been able to succeed in my application."



Daniel O'Connell,
successful building registration applicant

MEMBER SERVICES

What services are we providing you with?

- 220 site safety audits and more than 60 consultancies
- Representation on the National Industrial Relations Committee (NIRAC), member assistance in code compliance, enterprise agreement making and dispute resolution
- 4730 calls through legal services

"We refer to the OHS department often and have engaged them to do site audits for us for anything we may have missed. They have a great understanding of everything that is required. I'd strongly urge anyone on any site to get the OHS department involved so that they can advise on anything you may need to do."



David Moyle,
Ballarat Construction Management

4730
CALLS TO
LEGAL SERVICES

1000+
MEMBERS ASSISTED
WITH REGISTRATION

2315
INSURANCE
POLICIES

OUR CEO



RADLEY DE SILVA

Master Builders enters its 142nd year with many assets and achievements to boast. We are the Victorian Small Training Provider of the Year, our Building Leadership Simulation Centre (BLSC) is one of a kind in Australia and we have staff across Victoria that are leaders in our industry.

Reputation is one of our biggest assets and something our recent marketing campaign highlights. The campaign asks "Is your builder a Master Builder?" reiterating the importance of working with a reputable builder. This is the question we started asking in our advertising 20 years ago and it remains relevant to the Master Builders brand today. It tells people that what we offer is peace of mind. For builders, it provides immediate credibility.

Now, as always, our goal is to raise industry standards, advocate on behalf of builders and help the public get the best possible building experience.

In this financial year, we opened two new training venues in Ringwood and Rockbank and continued to deliver exceptional training with 78,473 hours delivered and more

than 4000 students trained. This included special programs at our Building Leadership Simulation Centre for former Toyota employees, as a way to get them job ready.

This year we continued meeting regularly with key government, regulatory and media figures to ensure your voice is heard. Our State Budget submission *Master Builders' Priorities 2017* outlines our goals for the year ahead. We scored successes and built momentum in lobbying efforts, including: trades registration, the re-establishment of the Australian Building and Construction Commission and Domestic Building Insurance, pushed for greater investment and opportunities in building technologies and continued our call for a Minister for Building and Construction.

As Melbourne's population continues to grow and is expected to overtake Sydney within the next decade, Master Builders continues to be a relevant, important and leading industry voice for those who will be building the future of our state.

It's great to have your support, and an honour to serve you.

OUR PRODUCTS AND SERVICES



INSURANCE

How are we protecting you?

- Successfully tendered to be one of only 6 VMIA panel distributors
- 2315 policies for members
- Issued 8556 home warranty certificates

"I have all of my insurances through MBA Insurance Services. I found them very helpful, I made enquiries and someone always got back to me quickly, the price is very competitive, if anything I'm saving money and another thing is that at least I know I am insuring with a reputable organisation."



Sirous Kousari, Siemens Construction

EVENTS

What events are we running?

- 38 events including our gala awards nights
- More than 5000 attendees
- 34% of attendees in regional areas

"Winning the awards is the best advertising that you can do because you're recognised and you've put yourself out there to be scrutinised by a professional"



Drew Larkin, Larkin and Drought Homes, multiple Master Builders award winners

"Winning these awards has been great and boosted my confidence, it makes me feel like I can achieve more – the sky is the limit."



Hamish Rose, Master Builders Apprentice of the Year 2016 and Australian Overseas Foundation Award winner 2016

BUILDING SERVICES

What building services do we provide?

- 2816 building permits issued
- Lodged with 81 different councils across Victoria and New South Wales
- 5195 inspections undertaken by staff

COMMUNICATIONS, POLICY & ADVOCACY

How are we communicating with you?

- 50,000 copies of the Master Builder magazine
- 203 news items on www.mbavnews.com.au
- 112 electronic newsletters reaching more than 54,000 people per month

How are we advocating for the industry?

- More than 210 press hits
- Achieved commitment from the State Government in its 2017/18 Budget to:
 - Provide funding to encourage young people to gain skills and employment in the construction industry; and
 - A further extension of the future industries funding towards the adoption of BIM and other technologies in the industry

OUR SERVICES

- Legal advice
- Occupational Health and Safety advice and products
- Industrial Relations advice
- State-wide training including simulation and online training
- Registration programs
- Products including eContracts, clothing and signage
- Apprenticeship, Housing and Construction Awards
- Insurance
- And much more...

Contact us on (03) 9411 4555
or visit www.mbav.com.au

IS YOUR BUILDER A MASTER BUILDER?

