

**MEDIA RELEASE**10th December 2019

ACT plumbing industry body supports measures to ensure all plumbers are acting within the law

Master Plumbers ACT has applauded recent moves by ACT Government to take legal action against a plumber found to be publishing advertisements containing false and misleading representations.

Executive Officer of Master Plumbers ACT, Ms Leigh Watson, said this was something that the Association took a strong stance on. “Our members adhere to an enforceable Code of Ethics which requires them to abide by all relevant laws and regulations including not providing false or misleading information in any advertising or in any representations to customers,” she explained.

“While we understand that there have been instances recently in the ACT where customers have been charged unfairly, we would like to stress that providing a customer with an upfront contract and requesting a deposit is good business practice. It is a far more common issue to have honest and reputable tradesman not being paid as a result of them not completing their due diligence prior to commencing the work than it is for unethical tradesmen to use the contract in a way that a reasonable person would not see fit.

“We know it does not help those who have already been over-charged but the easiest way for a consumer to ensure they are dealing with an honest and ethical plumbing business is to choose a member of a reputable industry association, such as the ACT Master Plumbers Association. To sustain a membership with the ACT Master Plumbers Association a plumber needs to provide proof of current Plumbing License, Business Registration, Public Liability Insurance – as well as abide by a Code of Ethics.

“If we receive multiple complaints about members they are investigated in a prompt manner and if found to be unethical, unreasonable, have a poor quality of work or have lost business registration or credentials, they have their membership revoked in a very efficient manner.

“Otherwise, those seeking to engage a plumber can do a simple 5-minute check themselves by firstly checking that the plumber has a registered business through the Australian Business Registration website – in fact their ABN should be listed on their website. They should then check that they are registered with the Access Canberra List of Licenced Plumbers – if they are not registered here then they are not licenced. We do hear instances of people employing handymen to do work, which is not legal and probably will not be covered by insurance. Lastly, they can do the final internet check of the name to bring up any customer reviews”.

Contact: Leigh Watson, Executive Officer 0433 831 403

About Master Plumbers ACT

Master Plumbers ACT is the peak association representing professionally trained and accredited plumbers, drainers, gasfitters within the Canberra region. Our aim is to ensure the Canberra community is serviced by plumbers who are up-to-date, professional, qualified and ethical. We have been operating in the ACT since 1976 and have a long and successful history of ensuring our members are ethical and abide by necessary legislation. Our members adhere to an enforceable Code of Ethics – if we receive complaints about members from consumers we investigate and intervene if necessary.