



ANNUAL REPORT

2015/16

Master Locksmiths Association of Australasia Ltd
ABN 26 008 578 603

ANNUAL GENERAL MEETING

The Annual General Meeting of the Association will be held in the Swan Room at the Rendezvous Grand Hotel in Scarborough on Thursday 13 October 2016. The meeting will start at 7.00pm, with drinks and nibbles available from 6.00pm. Eligible Members will be asked to vote on the adoption of a new Constitution and By-Laws.

Our Keynote speaker Brian Greedy will address the audience at the conclusion of the AGM. The meeting is open to all Members.



2016 Conference & Trade Exhibition – Scarborough, Western Australia

We are delighted to be returning to Perth for our major event for 2016 after an absence of 11 years. The venue is the Rendezvous Grand Hotel located opposite Scarborough Beach.

The theme for our Conference is Vision 2020: our industry is changing rapidly and our Members are constantly having to improve existing skills, learn new skills and upgrade their equipment, all in an environment that is becoming increasingly regulatory.

Our Keynote speaker for the event is well-known local identity Brian Greedy. Brian will address the audience at the conclusion of the AGM. Our Business Speaker is Gemma Tognini, a winner of the 2014 Telstra Business Women's Award for WA's top female business owner.

The Master of Ceremonies for the Gala Dinner is ventriloquist Dean Atkinson, one of Australia's best entertainers. Dean will be accompanied by Fletch the Talking Dog and Stan the Bogan.

The program includes a great mix of business and skills sessions, a trade exhibition and the opportunity to catch up with old colleagues and friends as well as meet lots of new ones.

Highlights will include the announcement of the winner of the 2016 John Andrew Apprentice of the Year Competition, sponsored by LSC, ABUS and Silca, and the awarding of Life Membership to two well-known and respected locksmithing identities.

Keen golfers will get the chance to test their skills on 18 of the 27 holes at the world-class Joondalup resort course.

For more information go to: www.locksmiths.conferenceworks.com.au

BOARD OF DIRECTORS



DAVID REES
PRESIDENT
president@masterlocksmiths.com.au



PETER LLOYD
NSW/ACT DIRECTOR
nswdirector@masterlocksmiths.com.au



CLIFF FORRESTER
QUEENSLAND DIRECTOR
qlddirector@masterlocksmiths.com.au



STEVE ARIAS
WA DIRECTOR
wadirector@masterlocksmiths.com.au



ANDRE KLEINIG
SA DIRECTOR
sadirector@masterlocksmiths.com.au



JASON CATLOW
VIC/TAS DIRECTOR
vicdirector@masterlocksmiths.com.au



ALAN LE BRETON
NEW ZEALAND DIRECTOR
nzdirector@masterlocksmiths.com.au

A MESSAGE FROM THE PRESIDENT

Dear Business Members,

The 2015/16 period has been one of consolidation for the MLA.

Talking to our Members to find out the help and support they need to successfully run their businesses remains a core activity of Head Office. We have tried very hard to listen to what our Members have had to say, actively sought their feedback, and asked for their opinions. This Member feedback has been critical for the Board in developing the direction for the Association as we work towards implementing the strategies we believe will benefit our Members.

The Board met four times in 2015/16. Vision 2020/Raising the Bar remains a key focus in 2015/16 and it is the theme for our WA Conference and Trade Exhibition. MLA locksmiths are the best locksmiths, and the Board will continue to do everything that it can to help our Members not only maintain this position, but to help them grow and develop to meet the changing needs of what has become a very dynamic and demanding marketplace.

Highlights and initiatives from 2015/16 include:

Twin Waters Conference & Trade Exhibition

- A return to Twin Waters on the Sunshine Coast
- Large format event, with a full trade exhibition and a Gala Dinner/Awards Night
- Friday night BBQ during the Trade Exhibition ensured delegates and exhibitors remained in the trade area
- We are heading to Western Australia in 2016, our first major event in WA since 2004

New Zealand Training & Trade Event

- Our major training event in New Zealand was held in Ellerslie, Auckland
- The revamped format was well-received by delegates and exhibitors
- The event will be held in Auckland again in 2017

Security Conference & Exhibition

- The MLA exhibited at the Security Conference & Exhibition (ASIAL) in Melbourne for the second time in 2015
- The event was the ideal platform to promote our brand and our members to potential clients, particularly large corporations and government departments
- We are looking at exhibiting again in 2017 (we did not exhibit in 2016) when the event returns to Sydney

John Andrew Apprentice of the Year Competition

- New testing format well-accepted by the TAFE's, the apprentices and their employers
- Traditional core skills including picking,

impressing and lock fitting retained

- 9 apprentices took up the challenge, with Queensland apprentices again the best represented
- Luke Bergin from Ruswin in Townsville was the winner, with Aiden Binstead from Keycut Services in Gladstone the runner-up
- Excellent support from LSC, ABUS & Silca, with the winner and their master receiving a fully funded trip to Europe to visit the ABUS factory in Germany and the Silca factory in Italy
- Testing criteria will be amended for 2016 to include picking with a manual pick gun and a safe element
- LSC, ABUS and Silca are sponsoring the event for the 11th successive year

We have been talking about insurance for nearly two years. From 1 July 2016 having Public & Products Liability, with extensions for Errors & Omissions, Loss of Keys and Statutory Liability to the level determined by the Board is a condition of Business Membership. The intention has always been to ensure our Members have the right level of insurance for the activities they perform; this protects their businesses, their clients and ultimately their families.

The program in New Zealand differs from the program in Australia because insurance needs are different in New Zealand. Yes, it did take us too long to recognize and resolve this, but the end result is a package tailored for the needs of locksmiths in New Zealand.

While a number of our Members have seen a significant reduction in their insurance premiums through Whitbread (Australia) and Rothbury (New Zealand), Members remain free to use the insurer of their choice – as long as they have the right level of insurance.

Another Vision 2020 initiative started in 2015/16, and released in September 2016, is the development of a series of Standard Operating Procedures (SOP's) for use by all Business Members as a benefit of Membership. A number of Members have either developed their own, or paid a third party to write them, however, the SOP's we have developed with the help of experts in this field, are relevant for our industry.

The SOP's are just the first step. We also intend to provide Business Members with:

- A current OHS/WHS induction guide
- Current Critical Safety Rules applicable to all States
- Current Safe Work Method Statements (SWMS's) applicable to all States
- Current Workplace Behaviour policies covering bullying, sexual harassment, vilification, discrimination, etc.
- Guidelines on Performance Management and Reward & Recognition
- Guidelines on Letters of Offer, including Key Performance Indicators (KPI's)

IDENT & CHIEF EXECUTIVE

Branch Meetings remain an important part of our efforts to communicate with our Members. We settled on a program of four meetings in each State this year, with some of these meetings held at the premises of our Trade Members and others at independent venues.

We also embarked on a program of Regional Meetings. This enabled Regional Members, who find it difficult to get to a Branch Meeting because of distance, to have the opportunity to see what is presented at the Branch Meeting and discuss any issues face-to-face with MLA personnel. Regional Meetings were held in Hobart, Launceston, Newcastle, Albury, Canberra, Cairns, Townsville, Rockhampton, Auckland, Wellington and Christchurch.

Attendance by members is mixed. We do get a better attendance when the meeting is hosted by a Trade Member, however, there are times when an independent venue is more appropriate, so we encourage members to do their best to get to all the meetings in their State.

Your Board will take on a new look from October. Queensland Director Cliff Forrester has decided that it is time to “retire” and for someone else to take on the role. Cliff has been a tremendous supporter of the Association, and a great support to head office through his efforts in attending Regional meetings and assisting with the John Andrew Apprentice of the Year competition. We would like to thank Cliff for his efforts and wish both him and Ruth all the best for their retirement, although we suspect Cliff will still be helping out in the background.

Our two new Directors – Jason Catlow from Victoria and Alan Le Breton from New Zealand – have settled into their roles as Directors and have made valuable contributions during the course of Board Meetings and at their respective Branch Meetings.

Current SA Director Andre Kleinig has been re-elected unopposed and we thank Andre for offering to serve as a Director for another 2 year term. We have two candidates in both Queensland and Western Australia, and elections will be held in September.

A very important project, commenced in late 2015, was the development of a Constitution and a Board Charter to replace our existing Memorandum of Understanding and Articles of Association.

These documents have served the Association very well, and they will form the basis of the new documents, however, they are outdated and don't allow the Association to effectively deal with complaints. They also don't allow the Board to be able to initiate changes to the By-Laws to protect the Members. Areas such as “passing off” and “cutting keys to another locksmith's restricted system” are not adequately protected in the current Articles.

All Business and Life Members received copies of the draft Constitution and By-Laws in August, with feedback from Members to be used to produce new drafts that will be given the legal once-over. Final drafts will then be taken to a vote at the AGM on 13 October 2016.

We said goodbye to Jarad Morrison in February. Jarad had been with the Association for nearly seven years, and was responsible for areas including Marketing, Memberships, IT and Communications. We thank Jarad for his efforts and wish him every success in his future endeavours.

Our financials for 2015/16 are included on page 9 of this report. The surplus of \$97,414 will be split between our Training Fund and Property Acquisition Fund.

Included on the agenda for 2016/17:

- Ensuring our Auckland and Perth events are successful
- Supporting the TAFE's in a challenging environment
- Endeavouring to work with the various licensing authorities to ensure our Members are not disadvantaged
- Continuing to engage our Members so that our efforts are tailored towards meeting the needs of our Members
- Promoting the Master Locksmiths' Association, and our highly skilled locksmiths
- Representing the interests of our Members when dealing with Government departments

The role of your Board is to set the direction for and establish the objectives of the MLA, and it is up to the Management Team to develop the business plan to meet these objectives. The Board always has the interests of its Members front of mind. The first question asked when we consider any new initiative is: *is this a good thing for all of our Members?*

There is plenty of work to be done in 2016/17 as we continue to Raise the Bar and raise the public profile of the Master Locksmiths Association for the benefit of its Members. We ask for your continued support and representation at MLA events to ensure this work is of the most benefit to you.

David Rees & Peter Johnson



**DAVID REES
PRESIDENT**



**PETER JOHNSON
CHIEF EXECUTIVE**

MAJOR EVENTS 2015 / 16

2015 Conference & Trade Exhibition Twin Waters



The return to the Novotel at Twin Waters for our 2015 Conference and Trade Exhibition was a great success. We had 208 delegates register to attend the event, with just over 40 of these registering on either the Friday or the Saturday and visiting the trade exhibition.

As always, our exhibitors did a great job, with the quality of the booths and stands excellent. Our request to our Trade partners to make their booths as “hands on” as possible was certainly embraced, and it was great to see the delegates trying out the latest offerings from the suppliers.

We are very fortunate to have a number of overseas visitors attend our event, with representatives from Silca Italy, ABUS Germany, Keyline Italy, Evva Austria, Genuine Lishi China, MBE Group Poland and Sargent & Greenleaf USA.

The Keynote speaker, Tom Potter, founder of Eagle Boys Pizza, got the event off to a great start, and his message certainly hit home to the members.

The addition of the Friday Night BBQ allowed the delegates and the exhibitors to enjoy a drink and get something to eat while the Trade Exhibition continued.

We had just under 280 people attend the Gala Dinner on the Saturday night, with Kerry Domann, AKA Nigel, not only keeping everything on schedule but also entertaining the audience.

2016 Training & Trade Event Auckland



The annual NZ Training & Trade was held in Auckland on 10 & 11 June. This event was well attended, with approximately 150 visitors (excluding exhibitors) attending over the two days.

The event is both a training event and a trade exhibition, and our suppliers did a great job setting up their displays and conducting a number of skills sessions.

Maggie Edwards from the NZ Consumer Institute again proved to be very popular. Maggie’s session, which covered the legal protections locksmiths are required to provide their clients with, was the best-attended session.

A highlight of the event was the Introduction to Safes class held at Auckland Lock & Safe Servicing that provided young locksmiths and apprentices with a great opportunity to learn from one of New Zealand’s best safe technicians in MLA Life Member Doug Wickham and his sons Mike and Brendan.

British Master Locksmiths Danny Newbould conducted a special class on Five Lever Lock Picking and long-time MLA Trainer Luke McGuinness provided Lock Picking and Lock Impressioning training.

Special thanks to our Queensland Director Cliff Forrester and his wife Ruth for looking after the registration desk throughout the event.



John Andrew

APPRENTICE

OF THE YEAR



2015

The new testing format for the John Andrew Apprentice of the Year competition, introduced in 2014, has resulted in the more apprentices getting the opportunity to participate in the competition, and a marking system that ensure all competitors are measured against the exact same criteria.

The competition in 2015 was again very tight, with only six points separating the top three placegetters.

Luke Bergin from Ruswin in Townsville in North Queensland was the winner, with Aiden Binstead from Keycut Services in Gladstone Queensland the runner up, and Lisa Nottage from Premier Locksmiths in Wayville South Australia the second runner up. Luke's win is the second in a row for Queensland and TAFE Queensland.

This event would not be possible without the continued support from LSC, Silca and ABUS.



LUKE BERGIN - RUSWIN

2015 John Andrew Apprentice of the Year Luke Bergin worked very hard in order to win this prestigious award. Luke put in time both before and after work in the lead up to the competition so that he could practice lock picking, lock impressing and lock fitting, and also to study for the master keying and general knowledge components of the test.

Speaking about his win, Luke said it was unexpected but felt great. *"It's just good to be recognised for the achievement,"* Luke said. Luke also spoke about how much he has enjoyed his time as an apprentice locksmith, and especially the diversity of the role. *"Nothing is ever the same and I've been able to*

take something out of everything that I have done and apply that later on down the track to another job," he said. Luke has completed his apprenticeship and has begun his second apprenticeship in electronic security.

AARON BOYD - QUEENSLAND TAFE

Aaron Boyd and his fellow teachers were absolutely delighted with Luke's win. Aaron said *"Everyone from the QLD Security Technology department would like to congratulate this year's winner Luke Bergin from Ruswin Security in North Queensland Luke has been hard working and conscientious throughout his apprenticeship and with the backing of a company that strives for professionalism he has pulled off an outstanding win"*.

GLEN WESTHORP - RUSWIN

Luke's master Glen Westhorp was thrilled to see his apprentice take the top prize. *"For us and me personally it was just reward for the effort he has put in, you get out what you put in. I was just proud that he got to be at the conference itself – that was a pretty big deal. We didn't do it for any other reason other than to just challenge him,"* said Glen.

Luke was one of three apprentices from Ruswin to enter this year's competition and the second Ruswin apprentice to take out the award in the last five years. *"We need apprentices to follow in the footsteps of people who have been here before. We like to grow our own, we have a much better success rate with training our own people and it's proven that most of them stay on"* said Glen when speaking about Ruswin's apprentices.

SPONSORS



INDUSTRY IDENTITY

TED LARNER

Edward (Ted) Larner was born in London, England in 1932. In 1951, he moved to Australia at the age of 19. Ted's interest in locks started back in England when he was only 14; he liked to try and manipulate old padlocks using bits of wire. But it would be over 50 years before he started working as a locksmith; even then, the first four years were on a part time basis working out of his car. This was while he was on six months leave (on half pay) from his position as a Quarantine Officer at the Department of Agriculture.

In the early fifties, Ted worked for the Blue Moon Fruit Cooperative. It was at BMFC that Ted realised the need for the company to expand its hardware offering. This led to Ted being introduced to Bill Hobday from LSC and BMFC purchasing a key cutting machine and key blanks. Ted credits Bill as the man who taught him how to cut keys and identify key blanks.

Ted has more certificates and qualifications than the average person. These include certificates in horticulture, botany, a nurseryman certificate, plant tissue culture, landscape gardening, auto air conditioning, engine tuning, fuel injection, electronic ignitions, automotive CFC's and advanced engine management; and these were all completed before developing skills in the area locksmithing. Ted has also successfully completed a number of business and management courses.

Ted's wife of nearly 60 years, Irene (the I in E & I Larner stands for Irene and not Ian), can still recall sitting around the dinner table with Ted and their six children and Ted would have his nose in a book or be writing an essay or jotting down notes on a course he was doing. Rumour has it Irene was the one who mowed the lawns and did most of the jobs around the house.

In November 1995 Ted and Irene, together with son Ian, opened a locksmith shop in Springvale Road, Nunawading. As business grew, they acquired the shop next door, knocking a hole through the double brick wall and converting the second building into a showroom and offices.

In December 2008, Ted and Ian closed the Nunawading shop. The family moved to the Seymour area, and Ian acquired Seymour & District Locksmiths. Ted still comes to work five days a week, as does Irene. He helps Ian out when things get busy and he adds to his extensive data base of locksmithing photographs and tips and tricks.

Ted has been involved in the lock game for over 50 years and he has seen a number of changes throughout this period. He says the move to transponders in motor vehicles is perhaps the most significant change in his time and it meant locksmiths had to quickly learn new skills and purchase new equipment. The positive side was that this gave locksmiths an edge over the hardware stores who up until then had been able to duplicate automotive keys. Looking ahead, Ted feels that locksmiths need to embrace electronic security, otherwise they will lose business to electrical contractors.

When asked about the key to success in business, Ted says *"never underestimate the value of hard work and great customer service"*.



FINANCIAL SUMMARY

PROFIT & LOSS STATEMENT

INCOME	2015/2016	2014/2015
Sales	9,949	4,709
Royalties	285,109	296,991
Annual Membership Fees	326,758	333,383
Expos & Training	156,120	153,642
Interest & Miscellaneous Income	20,803	29,795
Gross Income	798,739	818,520
less Cost of Goods Sold	28,655	3,974
GROSS PROFIT	770,084	814,546

EXPENSES

Communications Expenses	56,570	27,478
Employee Expenses	243,287	232,222
Expos & Training	185,324	246,710
Leasehold & Occupancy	27,373	29,507
Member Expenses	139,814	105,159
Administration Expenses	20,302	22,255
Total Expenses	672,670	663,331
NET SURPLUS (Deficit)	97,414	151,215

STATEMENT OF FINANCIAL POSITION

As of June 30, 2016

ASSETS

Current assets

Cash and cash equivalents	985,575	1,005,296
Trade and Other receivables	56,685	43,859
Inventories	99,021	7,225
Other assets	63,943	58,907

TOTAL ASSETS

1,205,224

1,115,287

LIABILITIES

Current liabilities

Trade and Other payables	137,237	141,061
Employee Benefits	13,581	17,234

TOTAL LIABILITIES

150,818

158,295

NET ASSETS

1,054,406

956,992

EQUITY

Training & Development Reserve	420,000	420,000
Property Acquisition Reserve	340,000	200,000
Retained earnings	294,406	336,992

TOTAL EQUITY

1,054,406

956,992

2017 CONFERENCE & TRADE EXHIBITION

Join us in Geelong, Victoria for the 2017 MLA Conference and Trade Exhibition



**SKILLED STADIUM
GEELONG, VICTORIA
OCTOBER 19 - 21, 2017**



MASTER LOCKSMITHS ASSOCIATION OF AUSTRALASIA LIMITED

masterlocksmiths.com.au

Master Locksmiths Association of Australasia
4a/34 Carrick Drive
Tullamarine, Vic 3043

Phone : Australia - (03) 9338 8822

Phone : New Zealand - 0800 652 269

national@masterlocksmiths.com.au

ABN: 26 008 578 603