

Annual Report

2018/19



**MASTER
LOCKSMITHS**

ASSOCIATION OF AUSTRALASIA

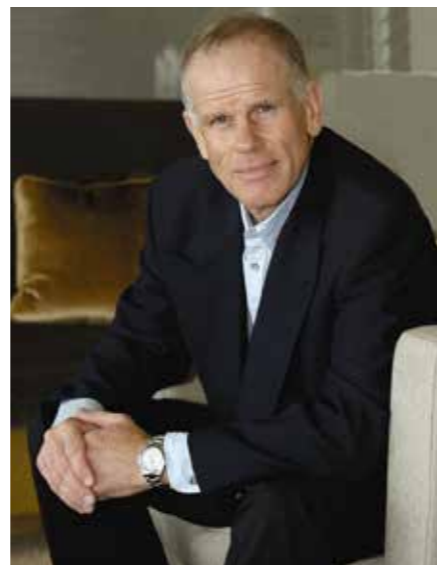
Annual General Meeting

The Annual General Meeting of the Master Locksmiths Association of Australasia Ltd will be held in the Aquamarine Room at the Hilton Auckland in Auckland, New Zealand on Thursday 17 October 2019.

The meeting will start at 7.00pm, with drinks and canapes available from 6.00pm.

World-renowned adventurer Peter Hillary will be our Keynote Speaker for the AGM. Like his father Sir Edmund Hillary, Peter has climbed Mount Everest – he has done so twice – and he has also reached the South Pole overland.

The meeting is open to all Members, guests and security industry professionals.



Pictured: Peter Hillary

National Conference & Trade Exhibition 2019 Invite



I invite all Business Members to join us for our 38th National Conference & Trade Expo at the Hilton Auckland, located on Princes Wharf in the heart of Auckland's Viaduct.

Our event schedule includes lots of product information and skills training sessions, a Keynote from modern-day adventurer and businessman Jamie Fitzgerald on the Friday morning, and the traditional Trade Expo where our wonderful exhibitors will be showcasing their latest products and services.

Our Master of Ceremonies for our Gala Dinner & Awards night is the star of hit TV3 show 7 Days, and one of New Zealand's most popular stand-up comedians Ben Hurley.

Highlights of the Gala Dinner include announcing the winner of the

prestigious John Andrew Apprentice of Year Award, awarding of Life Membership to Grant Baxter from Oakleigh Locksmiths in Victoria, and awarding the Albert L. Chantry award to Fraser Burns from Goddard Security in Hastings. We will also announce the Future of Locksmithing award, and the winners of the Best Shop and Best Van competitions.

Conferences are not only about catching up with old friends and industry colleagues, networking, and picking up a few tips and tricks, they are also about taking some time away from your often busy and hectic schedules to have a bit of fun and relax.

I look forward to seeing you in Auckland.

Best regards,
Peter Lloyd, National President



Top: Grant Baxter
Bottom - Fraser Burns



BOARD OF DIRECTORS



NATIONAL PRESIDENT
Peter Lloyd



NZ DIRECTOR
Mike Begg



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Jason Catlow

Message from the National President

Dear Business Members,

I have now completed my first term as your National President, and it has been a privilege to serve in this role and work with my fellow Directors. The role of the Board is not an operational one; it is about setting the direction for the Association, ensuring good Governance, and making sure that the National Support Office has the necessary resources – people and funds – to implement the Association’s Strategic Plan.

The Board met four times in 2018/19. Vision 2020 remains the focus, however, the development of our next Strategic Plan will ensure we implement the necessary strategies to provide our Business Members with the support they require to remain successful. Details of the Strategic Plan will be announced at our Annual General Meeting in October.



Current Directors Jason Catlow (Victoria/Tasmania) and Mike Begg (New Zealand) have been re-elected unopposed and we thank them for committing to serve as Directors for the next two years.

I have been re-elected as the Regional Director for New South Wales/ACT, and the Board has re-appointed me to the role of National President for the next 2 years. I am honoured to serve in this role, and I thank my fellow Directors for having the confidence in me to do so.

We have again seconded Jim Fisher to fill the role as the Regional Director for New South Wales/ACT and we thank Jim for accepting this secondment.

The Association implemented several initiatives during 2018/19, the highlights of which are detailed over the next few pages.

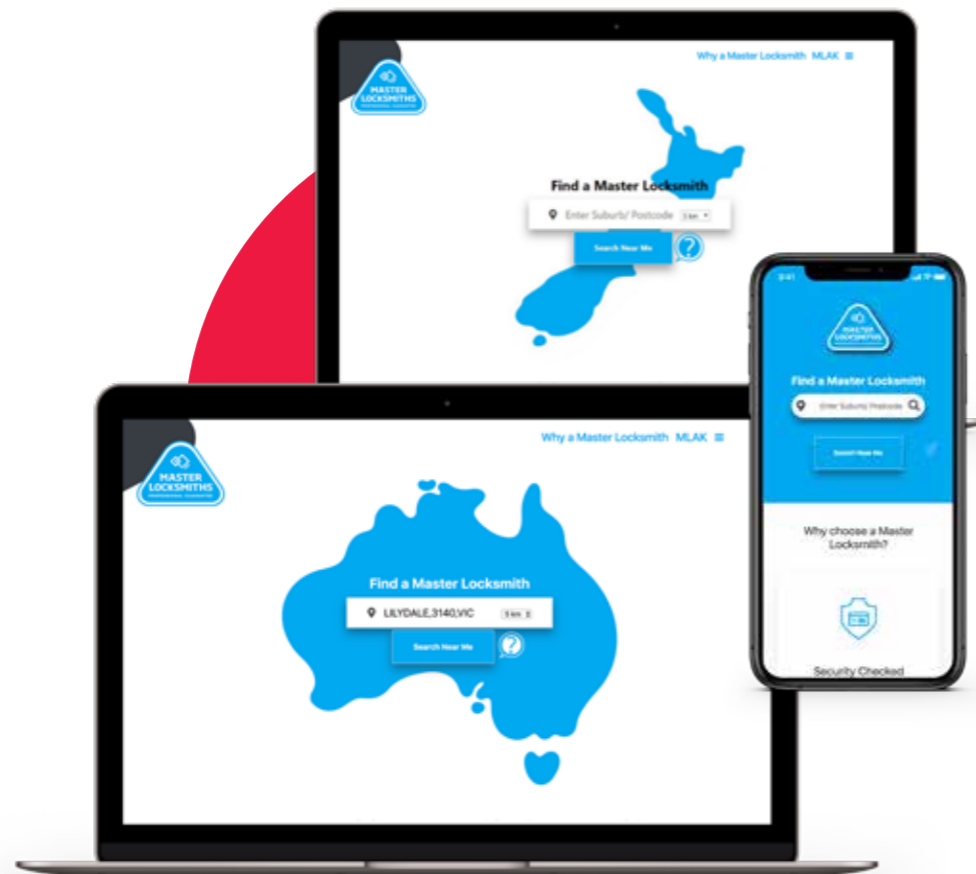
Peter Lloyd
National President

Development & launch of the new masterlocksmiths.com.au

The redevelopment of our public facing website masterlocksmiths.com.au, the main online authority for the locksmithing industry, was our major project for the year. This was a significant project for the Association. It required a little over 6 months to complete and an investment of \$30K. The funds for this project came from our reserves. We are very pleased with the results, but what is more pleasing is the positive feedback we have received from Members.

This new website is fully focussed towards the general public, 100% mobile friendly, it uses a modern WordPress platform, and it offers search Near Me functionality.

Perhaps the best feature of the new website is the Member Page option. Business Members have the option of having their own Member Page complete with a short business description, google maps and a contact form. If you still don’t have your own Member Page, the details of what you need to do can be found in this report.



2018 Annual General Meeting, Gold Coast, Queensland



The Association’s Annual General Meeting was attended by over 100 Members. All ordinary resolutions were passed unanimously and there were no special resolutions. Our Keynote speaker for the AGM was critical care paramedic Peter Davidson. Peter shared his own personal story about his efforts in rescuing 8 sailors from a stricken yacht during the ill-fated Sydney to Hobart Yacht Race in 1998. You could have heard a pin drop throughout Peter’s speech!

Pictured: Peter Davidson

Life Membership Awarded to David Rees

Members who have distinguished records of achievement with the Association or the security industry may, at the invitation of the Board, be admitted to Life Membership of the Association.

Life Membership was awarded to former National President David Rees at our Gala Dinner & Awards Night.

Pictured L to R: Geoff Ross, David Rees and Peter Lloyd



Albert L. Chantry Award Presented to Cliff Forrester



The Albert L. Chantry Award recognises Members who have either served as Directors in an honourable and dedicated manner, or who have made significant contributions and/or given consistent and worthy service to the Association’s aims and objectives.

The recipient of this award for 2018 was Cliff Forrester. Cliff is a Life Member, he served on the Board at a National level, and he still supports the Association through his efforts in administering the Apprentice of the Year competition.

Pictured L to R: Cliff Forrester, Norm Axford and Peter Lloyd

National Construction Code Did You Know Bulletins

The National Construction Code (NCC) is a performance-based code containing all Performance Requirements for the construction of buildings. It is built around a hierarchy of guidance and code compliance levels, with the Performance Requirements being the minimum level that buildings and building elements (eg., locks, door closers, etc.) must meet. A building solution will comply with the NCC if it satisfies the Performance Requirements,

which are the mandatory requirements of the NCC.

In May 2019 we released the first of our NCC Did You Know bulletins. These bulletins have been developed to educate and inform our Business Members about certain aspects of the NCC that directly affect them on a regular basis. We intend to release at least one NCC Did You Know bulletin every month.





2018 National Conference & Trade Expo, Gold Coast, Queensland

The 2018 National Conference & Trade Expo, held at the Marriott on the Gold Coast, was a great success. Over 500 people attended the event, making it one of our biggest conferences.

The conference kicked off with a golf event at Palmer Resort in Robina. Scott Cairns (SYW), Warren Nelson (LSC), Adam Burling (Safe Central) & Neil Hayton (Grafton Locksmith Service) mastered the conditions to win the day with a net score of 58.375.

Futurist Steve Sammartino opened proceedings on the Friday morning with a terrific and thought-provoking Keynote, followed by a Q & A workshop. There were also plenty of skills and product sessions available to delegates.

The Trade Expo is an integral part of the Conference. Our exhibitors did a fantastic job in setting up their booths and in showcasing their latest products and services. Many use the conference to obtain important feedback to help with the development of new products and services for locksmiths and the security industry. Special mention to Safe Central for sponsoring the Rod Loschiavo Safe Manipulation Challenge.

Our Gala Dinner & Awards night was attended by nearly 300 people. Master of Ceremonies Brian Nankervis ensured that the evening ran smoothly, and he kept the audience thoroughly entertained. Highlights of the evening include the announcement of Riley Davison as the winner of the John

Andrew Apprentice of the Year for 2018, the awarding of Life Membership to former National President David Rees and the presentation of the Albert L. Chantry award to Life Member Cliff Forrester, the announcement of Statewide Locksmiths in Ringwood as the winner of the Best Shop award and Argyle Locksmiths in Goulburn as the winner of the Best Van award, and the announcement of the Future of Locksmithing award worth over \$50,000.

A very big thank you to our award sponsors LSC, Silca, ABUS, Lock & Key, Keyline, EVVA, Lagard and SG Locks.



Clockwise from top left: MC Brian Nankervis gets the crowd involved; Fabrizio Lante (Silca), Riley Davison (ASAP), Andre Winterhoff (ABUS), Bentley Davison (ASAP) and Ron Davison (ASAP); Marco Buratto (Keyline), Richard James (TAFE WA), Aaron Smith (TAFE VIC), Marc Cohen (Lock & Key), Mark Wilson (TAFE NSW) and John Fenech (TAFE QLD); Ed Sieper (SG Locks) and Brad Drew (Argyle Locksmiths)

Standard Operating Procedures (SOPs) Update

A Standard Operating Procedure (SOP) is a set of step-by-step instructions designed to help workers carry out complex routine operations. SOPs aim to achieve efficiency, quality output and uniformity of performance, while reducing miscommunication and failure to comply with industry regulations.

The MLAA now has 25 SOPs available to Business Members. They were reviewed and updated in late 2018. We are delighted that our Business Members are using these documents to assist them with their ever-increasing compliance requirements.



Branch Meetings

Branch Meetings provide Business Members the opportunity to catch up with their industry friends and colleagues, as well as our Trade partners in a more social environment.

Attendances were up on last year, which is very pleasing. We experimented with Friday night meetings, and with the exception of the Victorian meeting in November last year, these meetings were well attended. We also combined some of the meetings with a social activity.

Highlights of the Branch Meetings held in 2018/19 include::

- Victorian Branch Meeting at New World Whisky Distillery in Port Melbourne, sponsored by S G Locks, with approximately 70 people in attendance
- Western Australian Branch Meeting at Whipper Snapper distillery in East Perth. Great numbers, with Lock & Key picking up the drinks.
- South Australian Branch Meeting at NOLA Adelaide. Excellent numbers and a great vibe.

Locksmithing Training Package (Australia)

The Association has been working for over three years to get the changes made to the Training Package our Members need. This has involved several stakeholder meetings, as well as direct meetings with Innovation & Business Skills Australia (IBSA). Some success has finally been achieved; however, more work is required. Our efforts will continue, although the Board recognises that we are going to need some additional assistance from third-party specialists to achieve our requirements.

Locksmithing Training Package (NZ)

The training of locksmiths in New Zealand has suffered in recent years for a number of reasons, including the lack of teachers and the lack of a suitable training facility. Through the efforts of our New Zealand Business Members, and a more pragmatic approach from Competenz, Apprentices in New Zealand will soon be able to attend Melbourne Polytechnic (MP). MP will deliver the NZ Cert IV in locksmithing, and Competenz will issue the qualification on successful completion of the course.

There are additional costs for Members, and the course must be undertaken via Block Release, however, this decision has provided some certainty for Apprentices in New Zealand who are endeavouring to become qualified locksmiths, as well as for their employers.



2018 John Andrew Apprentice of the Year

The John Andrew Apprentice of the Year Competition (JAAOTY) recognises the next generation of high achievers in the locksmithing industry in Australia and New Zealand.

The award also acknowledges the support provided by the Apprentice's "Mentor". For an Apprentice to win the competition, a good "Mentor" is essential.

The winner of the JAAOTY competition for 2018 was Riley Davison from ASAP Locksmiths in Victoria. Riley was trained at Melbourne Polytechnic and mentored by his big brother Bentley Davison. Riley scored a very impressive 417 points out of a total of 425.

Adam Weaver from Macarthur Locksmiths in Campbelltown, New South Wales was the runner up, and Ben Biskupski from Keycut Services in Rockhampton, Queensland the second runner up.

LSC, Silca (Italy) and ABUS (Germany) continue to sponsor this Award, and the Association is extremely grateful for their ongoing support. The winner and their mentor receive a fully funded trip to Europe to visit the Silca factory in Italy and the ABUS factory in Germany, both world-class manufacturing facilities. This is without doubt the best prize in locksmithing anywhere in the world.

MAJOR SUPPORTERS



Having the opportunity to travel to both the Silca and ABUS facilities in Europe was an eye-opening experience that I am incredibly grateful for. The level of hospitality shown by our incredible hosts was second to none as they showed us around their beautiful towns, taking us to their favourite local restaurants, bars and ensuring we received a complete cultural experience.

Touring the facilities gave a great insight into the amount of care and precision that goes into all aspects of the manufacturing process, from designing their own machinery, to producing and testing the final products to ensure everything meets their high standards. The workmanship, passion for their trade and attention to detail has made me appreciate the level of quality found in many of the products made by these two companies.

When first starting out, I never thought that locksmithing would give me the opportunity to travel to the other side of the world. I would like to thank LSC, Silca, ABUS and the MAAA, and all the individuals that make this award possible.



Riley Davison
ASAP Locksmiths



Riley Davison represents a new generation of locksmith in Australia, one who can acknowledge the past, work in the present and has an eye firmly focused on the future of the trade. Riley was exceptionally determined to give his very best for the John Andrew Apprentice of the Year award (JAAOTY) and was supported greatly by his employer and family. Riley has a strong work ethic and is always looking beyond the immediate challenge to the deeper causes and what can be improved upon. Riley will continue to be a strong advocate for the industry and will use his experience gained from Italy and Germany fully. The locksmith teachers from the four TAFE's are incredibly proud of the relationships that the JAAOTY fosters and the ability of winners to become ambassadors of our industry, trade and profession.



Aaron Smith
Leading Teacher, Security Technology -
Locksmithing, Melbourne Polytechnic

Acknowledgements

There are a number of people and businesses I would like to thank.

Firstly, my fellow Directors Steve Arias, Andre Kleinig, Jason Catlow, Jim Fisher, Michael Rechenberg and Mike Begg. To serve as a Director is a big commitment. It involves considerable time away from your business and your family, and I very appreciate their efforts over the last 12 months.

Life Member, Albert L. Chantry award recipient and former Queensland Regional Director Cliff Forrester continues to administer the John Andrew Apprentice of the Year program. Cliff prepares the material, supervises the testing and assesses all the competitors. Cliff has also provided marketing support to the Association by looking after our Social Media activities on platforms such as Facebook and LinkedIn.

Geoff, Bev and Graeme Ross from K J Ross Security Locks for making their premises available for Apprentice of the Year testing, and Steve Howard from Lightning Locksmiths for assisting with the mechanical and transponder automotive components of the Apprentice of the Year competition.

Fraser Burns from Goddard Security in Hastings, New Zealand. Fraser continues to administer the MAAA Trade test in New Zealand and provide great support for our training initiatives in New Zealand. And it gives me great pleasure to announce that Fraser will receive the Albert L. Chantry award at the Gala Dinner in Auckland later this year.

And finally, I would like to thank our Trade Members. We are very lucky to have such high quality Trade partners who work closely with the locksmithing industry and our Members to ensure we have access to the best and most up to date products and services.

Peter Lloyd, National President

Financials

Our financials for 2018/19 have been available to Business Members since the end of August, and the details are published in this Annual Report. The surplus of \$170,816 is significantly higher than our budgeted surplus of \$47,919. This higher than budgeted result is due to the sale of MLAK keys to the NDS in Western Australia, and Sydney Trains in New South Wales which generated a profit of \$144,000.

This result has significantly boosted our reserves at a time when we are actively looking to purchase our own office.

It should be noted that the Association needed to underwrite our National Conference & Trade Expo on the Gold Coast (\$54K), and the Board authorised the amount of \$30K to be allocated from our reserves to fund the masterlocksmiths.com.au project.

The Year Ahead

There are many things on the agenda for 2019/20. These include:

- Ensuring our National Conference in Auckland is a success
- The development and implementation of the Association's Strategic Plan
- Significantly increasing our efforts to improve the current Licencing system for locksmiths in Australia and New Zealand
- Working with key stakeholders in Australia and New Zealand to ensure that Apprentices have access to the type of training that meets the expectations of the industry
- Continuing to apply pressure to the relevant authorities to reduce the impact of scam locksmiths
- The release of the Association's new restricted profile
- The purchase of an office for the Association to call home

Your Board is very much looking forward to working hard over the next 12 months to ensure our Business Members get the services and support they need.

CELEBRATING 25 YEARS OF MLAK

Master Locksmiths Access Key (MLAK)

The Master Locksmiths Access Key (MLAK) system was launched back in September 1994. The original idea for MLAK came from the Pittwater Council Access Committee. One of the members of this committee had seen a similar system called RADAR that operated in England. A team comprising representatives from Pittwater Council, Acrod (the National Industry Association for Disability Services) and the Master Locksmiths Association worked together to develop what was soon to become known as the MLAK system.

The MLAK system was developed to help increase the availability of accessible, clean and functioning public facilities for the people that don't always have the luxury of using standard facilities. Today the system is used widely throughout Australia, including in the new Changing Places facilities, and to lock the Liberty Swing.

The MLAK key can be supplied by all Business Members of the MAAA. For those that still have JB key blanks, they simply need to stamp the letters MLAK on the key and cut it to the MLAK key code; for Business Members who don't have JB key blanks, the keys can be purchased from the National Support Office.

This wonderful MAAA community initiative is still going strong after 25 years.





Get your own Member Page

Showcase your business and increase the number of leads!

The new Member Pages are a free addition to the Business Membership and will help you to generate more leads online.

Three reasons why you should get your Member Page as soon as possible:

1. For SEO reasons: masterlocksmiths.com.au is the main online authority in our industry. Presenting your business there will positively reflect back to your company.
2. Lead Generation: masterlocksmiths.com.au is already generating leads for Business Members from the search results. Having a Member Page increases the chance of getting a lead.
3. It's free: masterlocksmiths.com.au is a service the MLAA operates and it is one of the benefits of Business Membership. Unlike some operators in the industry, we do not charge you for this service.

How to get a Member Page It's a simple 3-step process

1. Write a unique business description of at least 50 words. The description needs to be unique to attract more online users. Your business description may contain the history of your company, as well as the goods and services you offer, and any areas you specialise in.
2. Email your unique business description to national@masterlocksmiths.com.au
3. If you have a logo, please email it to national@masterlocksmiths.com.au

Please send either a JPG or PNG file (not a PDF, EPS, Word doc, etc.) The graphic needs to be at least 400 pixels wide, with a minimum of 150 dpi. Your logo should not include any additional text (eg., address, phone number, suburb, etc).

Please note, many Business Members have already provided their business description and logo via MLAA.org.au. Business Members who have done this do not need to do so again as this information has been uploaded to the new website.

Profit & Loss Statement

For the fiscal year ending 30 June 2019

INCOME	2018/2019	2017/2018
Sales	207,928	31,576
Rebates & Commissions	264,034	264,858
Annual Membership Fees	328,158	322,972
Expos & Training	174,486	194,016
Interest & Miscellaneous Income	18,808	22,898
Gross Income	993,414	836,320
Less Cost of Goods Sold	57,764	8,360
Total Income	935,650	827,960
EXPENSES		
ITEMS FUNDED FROM OPERATING BUDGET		
Marketing & Member Services	48,917	51,537
Employee Expenses	281,905	279,246
Expos & Training	250,772	294,086
Leasehold & Admin Expenses	66,141	71,552
Member Visits & Branch Expenses	32,981	22,934
Governance Expenses	84,118	59,151
	764,834	778,506
Operating Surplus	170,816	49,454
ITEMS FUNDED FROM RESERVE FUNDS		
Development of masterlocksmiths.com.au website	30,416	-
Development of mlaa.org.au	-	7,975
NZ Training Event Rotorua June 2018	-	15,765
Write off balance of LOKtouch Stock & LW32/33's	-	39,799
Total funded from reserves	30,416	63,539
NET SURPLUS (Deficit)	140,400	(14,085)
RESERVE BALANCES AS AT 30 JUNE 2019		
Training Reserves	150,000	
Property Acquisition Reserves	650,000	
General Reserves	472,362	
Total Reserves	1,272,362	

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