



MLA CONFERENCE & TRADE EXHIBITION

**NOVOTEL TWIN WATERS
SUNSHINE COAST, QLD**

OCTOBER 24 & 25, 2014



MASTERLOCKSMITHS.COM.AU

Delegate Information

Full Registration - \$299 +GST

- Opening Cocktail Function
- All Business Training Sessions
- Gala Dinner & Awards Night
- Morning & Afternoon Tea on Friday
- Morning Tea on Saturday

Partner / Spouse Registration - \$199 +GST

- Opening Cocktail Function
- Gala Dinner & Awards Night
- Morning & Afternoon Tea on Friday
- Morning Tea on Saturday

Business Training - \$159 +GST

- All Business Training Sessions



TWIN WATERS

A premium 4-star holiday resort nestled between the Pacific Ocean and the Maroochy River, Novotel Twin Waters Resort offers a pristine beachfront location and is conveniently located only 5km's from the Sunshine Coast Airport and an hour's drive north of Brisbane.

The Sunshine Coast offers an abundance of unique attractions including Australia Zoo (made famous by the Crocodile Hunter, Steve Irwin), Eumundi Market, a lush hinterland area rich in arts, crafts and local culture, and the heritage-listed Fraser Island - the largest sand island in the world and an ecotourism delight.

Rooms start from \$159 per night.

Please see leaflet for booking details.

Entry to the Trade Exhibition and to the supplier product-based training sessions is FREE.



Secure • Simple • Smart

LOKtouch™

Access & Accountability at the turn of a Key

LOKtouch™ is an electronic restricted keying system.

Suitable for offices, schools, factories, etc. providing cost effective access control with full audit capabilities.



For more information please visit www.loktouch.com.au

Get involved and join us at Twin Waters

MLA Members and fellow Locksmiths,

The major event on the MLA calendar for 2014 is fast approaching and we'd like all members to get on-board for what is shaping up as a wonderful conference on the beautiful Sunshine Coast.

The Conference is a great opportunity for our industry to come together to learn, share knowledge, socialise and enjoy each others company over the two day event.

We are pleased to announce the return to a full trade exhibition with new and long-standing suppliers on hand to show their wares and introduce the latest products to the wider locksmithing industry.

Training-wise, there will be a focus on Business Training, providing owners, managing directors and managers with specific training to assist in the day-to-day running of their businesses. There will also be hands-on training which I know all of our locksmiths are still keen to get involved in.

Product orientated sessions will also be made available, with our exhibitors having the opportunity to run specialised product sessions.

The Gala Dinner & Awards night is certainly something to look forward to, with some great entertainment organised that I'm sure will have everyone in stitches.

Check out the bio on Mike Tyler - Comedy Magician and Hypnotist further on in the booklet!

At last year's major event in Rotorua, I noted the tremendous camaraderie that exists amongst our Kiwi colleagues. I hope that with them, we can replicate the feeling and enthusiasm for the trade at Twin Waters in October.

For the event to be successful, we rely on you, the members to attend and get involved.

The location of this year's event also allows you to stay on after the event with your staff, families, partners and enjoy a well earned break basking in the sunshine.

On behalf of the Board and Management Team, I look forward to seeing you all at Twin Waters October 24 & 25.

David Rees
President

Event Program

Thursday October 23rd

12:00pm - 5:00pm	Registration Desk Open
6:00pm - 7:00pm	MLA Annual General Meeting
7:00pm - 8:00pm	Opening Cocktails & Happy Hour

Friday October 24th

8:00am - 5:00pm	Registration Desk Open
8:30am - 5:00pm	Trade Exhibition Open
9:00am - 5:00pm	Business Training

Saturday October 25th

8:00am - 12:00pm	Registration Desk Open
8:30am - 2:00pm	Trade Exhibition Open
9:00am - 5:00pm	Supplier Training Sessions
7:00pm - 11:30pm	Gala Presentation Dinner

* Morning Tea will be provided on Friday & Saturday. Afternoon Tea provided on Friday only.

* There are no training sessions on Sunday



masterlocksmiths.com.au



[linkedin.com/company/master-locksmiths-association-of-australasia-limited](https://www.linkedin.com/company/master-locksmiths-association-of-australasia-limited)



[facebook.com/LockeySmith](https://www.facebook.com/LockeySmith)



twitter.com/lockeysmithmlaa

Business Training

1, 2, 3 – Health and Safety Compliance Made Easy

In this session we will be covering two very important topics - Meeting Commercial Clients' health and safety requirements and expectations and Using basic Risk Management to ensure good health and safety outcomes.

The presentation content will include: Safe Work Method Statements: What are they, and how do we get one?, Task Registers, Work Instructions and Maintaining engaged Workers: Genuinely caring about your people, and helping them to care about the daily choices that they make. This session will be delivered in a workshop format, with a focus on discussing the knowledge and needs of the group, and allowing for questions and input from the participants in conducting a risk assessment for the SWMS.

Presenter: Rachel Gerber from Help in Safety

Australian Workplace Relations Legislation - Are you Up to Date or Out of Date?

Red HR presents an overview of Australia's Industrial Relations Timeline from 2009 to the present:

- Introduction of the Fair Work Act
- New Unfair Dismissal Laws
- New Redundancy Laws
- Introduction of Modern Awards
- National Employment Standards
- The role of the Fair Work Ombudsman
- The role of the Fair Work Commission
- Right of Entry Laws
- Introducing Change to Rosters & Hours of Work
- New Anti-Bullying Laws

Presenter: Melinda Dixon from Red HR

Apprentices – What Do You Need to Know?

If you are considering taking on an apprentice, or if you currently have an apprentice, then this session is a must. BUSY at Work knows all about apprentices and apprenticeships, including financial incentives that are available, as well as your responsibilities in your role as their employer.

BUSY At Work Apprenticeships Services is an Australian Apprenticeships Centre and is contracted by the Australian Government to provide advice on apprenticeships and traineeships and to promote and administer incentives for apprenticeship opportunities through the Australian Apprenticeships Incentive Program.

Presenter: Sheryl Parker from BUSY at Work

Invest in Auto

Automotive Locksmithing is a tricky area for businesses to invest in. There is profit to be made, but there are a lot of choices to make and many pitfalls to avoid. In session we will discuss the current market, and highlight some possible ways to attack it. We will talk about the common problems associated with this field, such as staff retention, product investment and on-going training. Come ready with questions as we will also have a Q&A time.

Presenter: Jeremy Phillips from the MLA

General Business Sessions

We are conducting a number of business-focussed sessions for the business owners and their senior staff. These include, but are not limited to:

- The new MLA Liability & Indemnity Policy, presented by Whitbread Insurance Brokers
- General finance – BAS, cash flow, debtors, stock holding & stock turns, etc.
- Succession Planning - If your business is ready for sale, it's also operating efficiently

Business Training cont.

Leave Nothing On The Table!

In an MLA first, Peter and Jeremy will host an interactive workshop to target Sales.

In this workshop we will cover techniques that will apply to Shop staff, Roadies and even Dispatch. The goal of this session is to ensure that you are equipped with every tool you need to maximise the earning potential from every customer. Far more than simply upselling key rings with your keys, this session will look at ALL the factors that go into a successful sales transaction to ensure that you are making the most from every interaction you and your staff have with the public.

Presenters: Jeremy Phillips and Peter Johnson from the MLA

Skills Training

Impressioning Pin Tumbler Locks (half day session)

Impressioning is a core locksmithing skill. Learn from our industry expert how to quickly impression your way through almost any pin tumbler lock.

This class is limited to 15 persons. All tools and equipment needed will be supplied.

Facilitators: Luke McGuinness & Aaron Boyd

Picking Pin Tumbler Locks (half day session)

In this practical, hands-on class, industry expert Luke McGuinness will walk you through the steps to becoming an expert in picking pin tumbler locks using the "Single Pin" technique.

This class is limited to 15 persons. All tools and equipment needed will be supplied.

Facilitators: Luke McGuinness & Aaron Boyd

Through the Keyhole with Geoff Ross

Established in 1951, the name K J Ross is synonymous with the highest quality, Australian made safe locks.

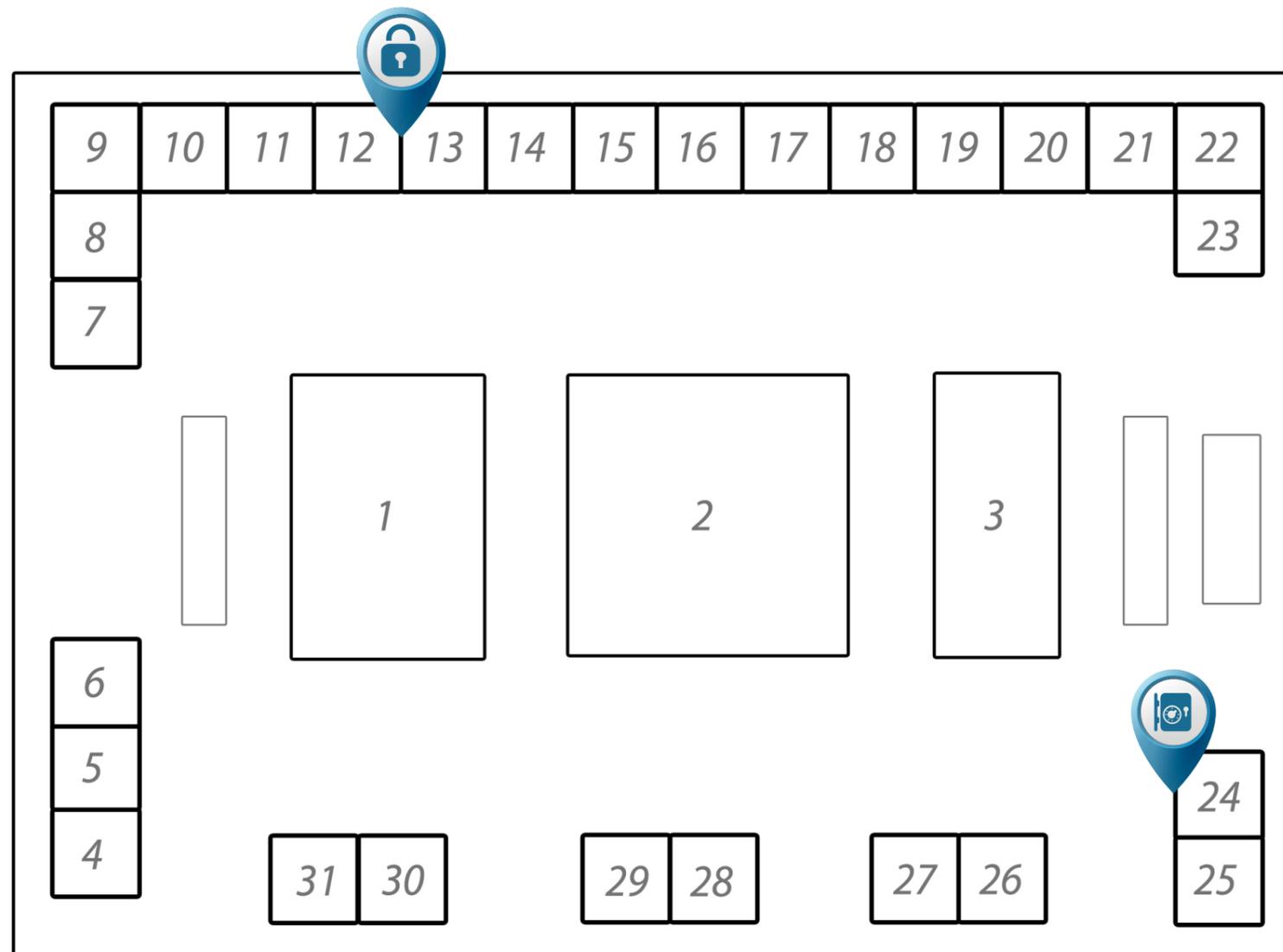
Current Managing Director and second generation lock maker, Geoff Ross is a fully qualified locksmith. Geoff is one of only four recipients of the prestigious S D Mills award which he received in 2002.

Geoff will talk about what it takes to run a successful manufacturing business in Australia, the importance of quality, the need for innovation and the challenges facing manufacturing in Australia. Geoff will also reflect on his 20+ years on the locksmithing industry, the changes he has seen, and where he sees our industry heading.

Exhibition Floorplan

Stand	Exhibitor
1	LSC
2	ASSA ABLOY
3	Lock & Key
4 - 6	SIEPER Group
7	Australian Lock Company
8 - 10	Remote King
11	London Fire & Safe
12 - 13	UAP
14	
15 - 16	Keyquip
17	Safe Central
18	Queensland TAFE
19 - 20	MLA
21 - 23	KABA
24 - 25	Safe Shoot Out Zone
26 - 27	Gunnebo
28	ADI Security Products
29	Dorma
30	Kevron
31	Platinum Safes

Opening Hours
 Friday October 24th : 8:30am - 5:00pm
 Saturday October 25th : 8:30am - 2:00pm



ASSA ABLOY

ASSA ABLOY is the largest global supplier of intelligent locks and security solutions. Its products account for more than one in ten of all lock and security installations worldwide.

The Group's strength is the variety of traditional and new products that can be combined to create a large number of different door environments.



LSC is a thriving business with operations in each state and a head office in North Melbourne with over 130 employees nationwide. We have one of the largest ranges of hardware and security products, which has expanded to more than 19,000 lines from leading manufacturers in the industry including Silca, ABUS, HPC, Brava, Dorma, Lockwood, and Sargent and Greenleaf, to name a few.

While we have grown over the years, we have not lost sight of our main goal – to offer superior products to the locksmithing, security and hardware industries in Australia, and continue to grow our product range and services.



Lock & Key Co is one of Australia's major locksmith supply merchants and a recognised leader and innovator to the industry. With a history of exceptional delivery performance and pioneering new marketing initiatives such as the "Australian Directory for Locksmiths", Lock & Key has changed the face of the Australian locksmith industry.

We are committed to exceptional service in distributing locksmith and security products both nationwide and internationally. We will ensure that these ideals are upheld by our 50+ permanent employees. Our proud "family" beginnings cement these ideals as essential in building for the future.



KING OF LISHI

The 2014 Asia Pacific KING OF LISHI Competition is coming to the MLA Conference & Exhibition at Twin Waters in October.

Come and test yourself against the best!

Be trained, and get the latest tips on the newest version of the Genuine Lishi tools by international picking experts.



SAFE SHOOT OUT

Contestants are given up to 45 minutes to manipulate a safe open and signal their success by sounding the Air Horn. This competition will run on both days inside the main Expo Hall.

Contestants may have three attempts to set a winning time but they must work on a different safe each time.

Each competition attempt will start on the hour.



Mike Tyler is an amazing magician, mentalist and comedy hypnotist who brings new appeal, creativity, and a youthful approach to the art of entertainment.

He blends illusion, personality, humour and sleight-of-hand skill to create a unique and memorable experience for his audience. He recently headlined the Brisbane Comedy Festival with sold out shows and already in 2014 has appeared on Channel Ten's "The Project" and "Wake Up". With a cheeky personality, charm and a quick wit, Mike is always a crowd favourite!

Mike is guaranteed to impress and is our special guest at the 2014 Gala Dinner & Awards Night.

The King of Lishi

The 2014 Asia Pacific KING OF LISHI Competition is coming to the MLA Conference & Exhibition at Twin Waters. Come and test yourself against the best and be trained on the newest version of the Genuine Lishi tools by international picking experts.

We will be joined by Martin Pink from England, who is one of the lead designers and engineers from the Genuine Lishi brand. There will be a prize for the winner, and of course international bragging rights are at stake. Come along and make sure you're in the running for this prestigious and fun title!

Safe Manipulation Challenge

The 2014 MLA Expo at Twin Waters, QLD will include an exciting opportunity for all you safe crackers out there!

Platinum Safes has provided us with three identical safes. These have all been locked with a standard S&G 3 wheel combination lock. Inside each safe is an air horn.

Contestants are given up to 45mins to manipulate a safe open and signal their success by sounding the Air Horn. This competition will run on both days from inside the main Expo Hall. Each competition attempt will start on the hour.

John Andrew

APPRENTICE OF THE YEAR

2014






If you're a final year apprentice (or finishing your apprenticeship) in 2014, we encourage you to test yourself and participate in this prestigious Award.

Participants will sit a revamped exam that will certainly be a true test of an apprentice's skills across all locksmith disciplines. ABUS, Silca and LSC continue to be major supporters of the Award and once again will reward the winner (and their Master) with a trip to Italy and Germany to visit the Silca & ABUS factories.

Testing will be throughout the month of September. Email national@masterlocksmiths.com.au for information.

We encourage business owners to get behind the Award and help promote the event to your apprentices.



ACCOMMODATION BOOKING FORM

MASTER LOCKSMITHS EXPO

23-25 OCTOBER 2014

Personal Details: Please complete one form per room

Name : (Mr / Mrs / Miss / Ms / Mr & Mrs) _____

Address: _____

Phone (w): _____ Phone (h): _____ Fax: _____

Email: _____ Mobile: _____

Confirmation of registration will be sent to your email address if provided. (Check-in time: from 2.00 pm / Check-out time: 10.00 am)

Check-in Date: _____ Check-out Date: _____ Expected arrival time: _____

ACCOMMODATION DETAILS :

Please indicate below your accommodation preference:

Resort Room - 1 x double or 2 x twin beds (please circle)

- Room Only: \$159.00 per night - Room only
- Single room including breakfast: \$181.00 per night - Includes buffet breakfast in Nouveau Restaurant for one
- Twin/Double share including breakfast: \$203.00 per night - Includes buffet breakfast in Nouveau Restaurant for two

One Bedroom Suite - 1 x king bed (can be split into 2 x single) & 1 pull out sofa, if required, small kitchenette

- Room Only: \$249.00 per night - Room only
- Single room including breakfast: \$271.00 per night - Includes buffet breakfast in Nouveau Restaurant for one
- Twin/Double share including breakfast: \$293.00 per night - Includes buffet breakfast in Nouveau Restaurant for two

*Two Bedroom Suites are available. To book, please call reservations on 07 5450 9591 or email groups@twinwatersresort.com.au

Overwater Lagoon Suite - 1 x king bed & 1 pull out sofa, if required

- Room Only: \$339.00 per night - Room only
- Single room including breakfast: \$361.00 per night - Includes buffet breakfast in Nouveau Restaurant for one
- Twin/Double share including breakfast: \$383.00 per night - Includes buffet breakfast in Nouveau Restaurant for two

*Please note if you select breakfast included in your room rate, no refund will be provided if not consumed

** Please also note if breakfast is not pre-booked with your accommodation, a higher rate will apply if breakfast is added during your stay

SHARING ROOMS :

- I will be sharing with another conference delegate. Sharers name: _____
- I will be sharing with my partner. Partners name: _____
 - Novotel Twin Waters Resort takes no responsibility for matching share partners
 - Once share accommodation is booked, any changes to your sharing arrangements may incur a surcharge

CHILDREN :

- I will be bringing my children. Number of children and ages: _____
 - Children up to and including 15 years stay for free if using existing bedding. Breakfast for the first two children in a family up to and including 15 years is complimentary if dining with a paying adult

LE CLUB MEMBERSHIP :

- I am a member of Accor's Loyalty Program Le Club. Type of card: Classic / Silver / Platinum (please circle one)
- My membership number is: _____ Expiry Date: _____
 - LeClub, our worldwide loyalty program, is free to join and allows members to earn points on their stay with any Accor Hotel or Resort. Should you wish to become a member of LeClub for this stay, please enroll online at www.accorhotels.com/leclub



AVAILABILITY:

Due to limited numbers of each room type, rooms will be allocated in the order in which the registrations are received. Any bookings will be dependent upon hotel availability. Once the hotel is fully booked you will be responsible for finding alternative accommodation or we can waitlist you for any cancellations.

- If the room type I have requested is no longer available, please book the next level of accommodation
- If the room type I have requested is no longer available, please contact me to discuss my options
- If the hotel is fully booked, please waitlist me
- If the hotel is fully booked, please contact me and I shall make other arrangements

CANCELLATION:

- ◆ **Cancellation of your accommodation within 14 days of your arrival date will incur the full cost of your accommodation. It is your responsibility to advise the hotel of your cancellation.**
- ◆ **All cancellations must be received in writing via: Email: Groups@twinwatersresort.com.au OR Fax: (07) 5450 9596**

PAYMENT:

- ◆ You will receive confirmation of your registration via email within 5 working days. Please contact Novotel Twin Waters Resort on (07) 5450 9591 if you have not received confirmation within this time.
- ◆ All fees and charges stated include GST. You will receive a tax invoice upon check out.
- ◆ All reservations must be guaranteed with a credit card valid at the start date of your stay.
- ◆ Alternatively we will accept a cheque for the deposit, please attach to this form and post to the address below.
- ◆ Should you cancel and a refund is applicable (as per cancellation guidelines), your deposit will be refunded.
- ◆ Guests who do not provide a credit card or cheque will not have a confirmed booking.

AIRPORT TRANSFERS:

- ◆ Airport transfers can be arranged through the hotels Discovery Desk at guests own expense. To Book, please call 07 5450 9569 or email info@exploresunshinecoast.com.

Credit Card Payment

Please note credit card payments will incur a 1.5% surcharge.

- I will provide my credit card as guarantee but prefer to pay by cash on check out
- I give Novotel Twin Waters Resort authorisation to charge the following credit card which is held in my name, for Guests: _____

with the following charges to go on my credit card:

- All Charges
- Accommodation Only
- Accommodation & Breakfast
- Accommodation & Meals (Food Only)
- Accommodation, Meals & Beverages
- Other – Please specify: _____

Credit card Details

Type of Card	American Express / Diners / Mastercard / Visa		
Credit Card Number		Expiry Date / CCV Number	/
Name of Card Holder		Authorised Signature	

Cheque Attached

Payable to Novotel Twin Waters Resort

Please forward payments to:

Group Reservations
Novotel Twin Waters Resort
PO Box 5344 Maroochydore QLD 4558

(Don't forget to keep a copy of this form for your records)

Signed as acceptance of terms and conditions

Date



TWIN WATERS
RESORT
SUNSHINE COAST

Please return completed form by fax, email or post to:

Novotel Twin Waters Resort

Ocean Drive, Mudjimba Beach, QLD 4564

Phone: 07 5450 9591 Fax: 07 5450 9596

Email: Groups@twinwatersresort.com.au

Website: www.twinwatersresort.com.au



MLA CONFERENCE & TRADE EXHIBITION

NOVOTEL TWIN WATERS, SUNSHINE COAST OCTOBER 24 & 25, 2014

The 2014 Conference and Trade Exhibition hits the Novotel Twin Waters on the beautiful Sunshine Coast in Queensland.

The Conference is a great opportunity for our industry to come together to learn, share knowledge, socialise and enjoy each other's company over the two day event. We encourage all members, particularly business owners to join us for this year's event.

There are three different registrations: Full Registration, Business Training Only and Trade Expo only (FREE). If you are bringing your spouse/partner and would like them to attend the event, including opening cocktail function and gala dinner, please check the spouse/partner box. If your spouse/partner would only like to attend the Gala Dinner, please check the Gala Dinner Only box.

REGISTRATION TYPE

Full Registration - \$299 (+ GST)

Spouse / Partner - \$199 (+ GST)
(Includes Gala Dinner & Opening Cocktail Function)

Trade Expo - FREE

PERSONAL INFORMATION

First Name: _____ Last Name: _____

Company: _____

Email Address: _____

Mobile: _____ Work Phone: _____

MLAA Membership Number: _____ Non Member:

ACCOMPANYING SPOUSE/PARTNER

Not Applicable:

Name: _____

Email: _____

PAYMENT DETAILS

Name on card: _____ Type of Card: VISA MASTERCARD

Credit Card No.: _____ Expiry Date: _____

CSV No: _____

Signature: _____ Total: _____

Please return your completed forms with cheque or credit card details to: Master Locksmiths Association, 4A/34 Carrick Drive Tullamarine, VIC 3043 or via email to national@masterlocksmiths.com.au or fax to (03) 9338 6299.