CASE STUDY
EXCLUSIVE: FIRST LOOK AT VICTORIA’S RENOVATED PARLIAMENT HOUSE

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ISSUE 05
AUTUMN 2019

CASE STUDY 
WELCOME TO THE FUTURE

CASE STUDY
EXCLUSIVE: FIRST LOOK AT VICTORIA’S RENOVATED PARLIAMENT HOUSE

AWA-AGGA MERGER
CREATING A STRONGER VISION TOGETHER

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Our first edition for 2019 heralds a number of changes and interesting times ahead with the AWA-AGGA merger completed on 1 January 2019. Welcome to all new readers. I hope you enjoy the autumn edition of Fenestration Australia Magazine.

In our Editorial section, we share the vision of this year’s national conference and trade exhibition, AusFenEx19, which is set to be our biggest ever; Geordan Murray finds a silver lining within the current housing slump; Kate Liptrot provides a useful insurance glossary; while our WHS and Legal articles both deal with the perils of contracting from different angles; and David Esler experiences déjà vu as he recaps his long-standing contribution to the magazine over the last 10 years.

The keen-eyed among you will notice our updated Windows & Glass section, which launches with a profile on new AWA-AGGA CEO and Executive Director, Clinton Skeoch, plus an overview of what the merger means for both the Association and the membership moving forward. We have three distinctly different Case Studies from AWA-AGGA members in this issue: Stegbar with a beautifully designed and glazed residence on page 22; the Built Environment Group introduce their unique service available to AWA-AGGA members on page 24; and the Australian Glass Group shares a futuristic commercial uPVC retrofit on page 26. AWA-AGGA members also have an abundance of News and Products to share with you. Don’t miss out on attending the AWA-AGGA State Information Session series scheduled across Australia in the first quarter of 2019.

The Screens section opens with NSSA members sharing how they get the most out of promoting their Association membership. We are lucky enough to share with you an exclusive first look at the recently renovated Victorian Parliament House, page 50, whose screens were provided by Amplimesh fabricator, Strong Ox. Safety is a priority at Kidz Magic on page 52, and GoldCo Security Group solved an interesting design problem at the Coplick Family Sports Park on page 54. Elliot Esptein and Tim Reid are back with sales and marketing advice on page 56. The NSSA training and forum series has launched for 2019. Don’t miss out on these valuable industry events. See page 58 for information on how to book. In News, we interview young member, Aaron Godwin, and an East Coast Security Screens unique job.

Happy reading.

STEFANIE GRIGG
Editor
Fenestration Australia Magazine
Welcome to the autumn edition of Fenestration Australia Magazine. Those of you who also receive the GA Magazine may recognise the following words as they are the similar to those I penned for the February edition, given that both publications now emanate from our newly merged and incorporated Association.

I am humbled and honoured to have been appointed as the inaugural Chairman of AWA-AGGA Limited and, along with Deputy Chairman and former President of AGGA, Greg Hunt, and the balance of the newly appointed Board of Directors, I look forward to contributing to the development and direction of our new industry Association.

I would also like to acknowledge the great deal of work completed by the staff of both Associations and the merger working group to ensure we were able to meet our 1 January target date. The spirit and enthusiasm with which all team members have approached the merger has been outstanding. Leveraging the various strengths and capabilities of each organisation, while also reducing duplication of effort in areas of commonality, was the driving force behind combining the two Associations - building a larger, more capable entity with greater depth and versatility whilst also providing a united and focussed peak body for members, consumers and regulators alike.

As you may be aware, AWA-AGGA Limited is the legal entity name of the new Association. However, rest assured our marketing team is working on developing a more relevant and suitable market-facing brand and name and we will be looking to launch this in the coming months.

AWA-AGGA will continue to provide secretariat services to the National Security Screen Association (NSSA) and the Window and Film Association of Australia and New Zealand (WFAANZ). We also welcome the arrival of the Australian Institute of Surface Finishing (AISF). Dialogue is also progressing with several other associations who also see benefit in aligning themselves with the new Association.

I would like to formally welcome and introduce our new CEO, Clinton Skeoch. Clinton joined the AWA in November and, as of 1 January, has taken the reins of the new Association.

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I would like to formally welcome and introduce our new CEO, Clinton Skeoch. Clinton joined the AWA in November and, as of 1 January, has taken the reins of the new Association. Clinton comes to us with a wealth of experience, having held a number of senior corporate management positions whilst also being the past Chairman of the Timber Development Association. I am sure you will all join with me in welcoming Clinton to our industry.

In closing, I wish all of our members a safe and successful start to 2019. I look forward to the many benefits the new merged Association will deliver. While I have no doubt there may still be some challenges, I encourage all members to get behind and support the new Association for the advancement of our industry into the future.
Let me welcome you all to what promises to be an extremely exciting year for the entire industry. Firstly, I'd like to mention the merger, which is probably the year's biggest news. As of New Year's Day 2019, the Australian Glass and Glazing Association (AGGA) and the Australian Window Association (AWA) have been combined into a single entity – AWA-AGGA Limited.

This comprehensive move has already delivered many advantages across the board. With a more streamlined structure, valuable knowledge and resources can be shared far more effectively. The merger also provides all glazing professionals with a stronger and more unified peak industry voice. An important aspect for members to note is that expanded services are achieved this year with no change to membership fees. More information on the myriad advantages that the merger is delivering can be found on page 21 of this issue.

As you'd expect, there is still an enormous amount of work to complete with the merger. Together with the new Board, our team is carefully working through an immense variety of processes to ensure that this enterprise is completed as thoroughly and efficiently as possible. We will endeavour to keep you fully updated with all major developments over the coming months.

Additionally, the merger has reminded me how extremely fortunate we are to have such a skilled, professional and passionate team. Their commitment, dedication and exhaustive knowledge of every aspect of our industry will ensure an optimal outcome for this newly minted industry body.

Over the coming months, I'm genuinely looking forward to meeting with as many members as possible, as well as learning more about important aspects of your business and any issues that may concern you. Maintaining open and honest communication, in my view, is the key to making consistent and judicious improvements.

Thank you, also, to so many of you for the warm welcome I have received after being appointed CEO. I wish you all a prosperous and successful year ahead in 2019.

Twenty nineteen. Well here we are, and another year has begun. By now, I am guessing that the relaxing feeling of holidays is all but a distant memory. I hope that everyone had a wonderful time catching up with family and friends, and that everyone is now all fired up for another big year.

The NSSA has a very exciting year ahead. All Board meetings, Technical Committee and Marketing Committee meetings have been scheduled for the year along with a very full agenda for everyone.

This year, the Board will continue to focus on growing our Associations’ membership, growing our community and growing the NSSA’s relevance as the peak body representing our industry. The Board is committed to ensuring that the NSSA continues to be a member driven association and welcomes all members to participate and contribute to the NSSA this year.

Our Technical Committee’s focus will be on reviewing Australian Standards (AS 5039, AS 5040 and AS 5041), contributing to the review and redevelopment of MSF30913 Training Package (Certificate III in Blinds, Awnings, Security Screens and Grilles), and we will also be focusing on industry licencing. In particular, we will be working closely with the Security Licensing and Enforcement Directorate (SLED) in New South Wales to ensure that we have a voice in how our businesses and staff are being licenced.

Our Marketing Committee will be focused on growing our community, improving our communication and promoting our industry. In the first half of this year, we will see the commencement of our Industry Forums and Training. This is a great time for everyone to catch up, share some ideas and discuss anything that is challenging us as an industry. In the second half of this year, we will be co-hosting AusFenEx19 in Sydney. AusFenEx19 will be Australia’s largest ever event for the window, door, glass, glazing, skylight and security screen industries, and will provide a great opportunity for us to promote our industry and business to a wider group of suppliers and customers.

At AusFenEx19, we will again be awarding our NSSA Design Awards, so make sure that you keep this in mind as you are selling and installing your jobs throughout the first half of this year. If you had a great job from last year, keep that in mind too.

I wish everyone all the best for 2019 and I look forward to catching up with you all at some point throughout the year.
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AusFenEx19 promises to be a memorable gathering of industry decision-makers and influencers from within the Australian window, glass, glazing, skylight and security screen industries. With the trade exhibition earmarked to be the largest ever, a massive selection of national and international companies will be represented, many with a global reach.

This year, AusFenEx19 will be hosted by AWA-AGGA Limited, the Skylight Industry Association and the National Security Screen Association at the International Convention Centre at Sydney’s Darling Harbour. With world-class meeting and exhibition areas, and several state-of-the-art theatres, AusFenEx19 attendees will be provided with an enviable vantage point onto Sydney Harbour. Many accommodation options are located within walking distance of this memorable setting, catering for every budget and level of amenity.

The scale of the AusFenEx19 conference and exhibition (27–29 August) will be the largest ever, promising to surpass the number delegates that attended the 2016 event. Over 2,000 Australian and international visitors are expected, making this an unmissable opportunity for all in attendance. As the most industry-focused AusFenEx yet, representatives hailing from a wide range of companies will display their latest products and technological advances in an international showcase.

Each social event at AusFenEx19 has been carefully planned to maximise valuable networking opportunities including the Golf Day (27 August); the Welcome Cocktail Party (27 August), opening the trade exhibition in style in the ICC’s expansive Hall 1; the Women in Windows Lunch (28 August) at ICC Sydney; and the Casual Dinner (28 August), offering the chance to mingle and unwind with delegates at Doltone House, Darling Island Wharf.

In true AusFenEx tradition, the entire event will be capped off with the lavish Gala Dinner (29 August), hosted at the dazzling The Star Sydney.

Bringing together professionals from every corner of the window, glass, glazing, skylight and security screen industries, the conference will share views from highly respected industry figures, covering topics ranging from advances in technology to environmental issues.

Both enjoyable and informative, the conference program offers a detailed collection of professional insights in a collaborative, social and welcoming environment. It’s the ideal way to learn about new innovations and evolving work practices, and hear more on key issues that are impacting our industry.

The full program is now close to being finalised, so please check our website for a detailed rundown of the illustrious list of speakers.

Becoming a sponsor of AusFenEx19 will maximise your visibility to industry. Whether you’re aiming to raise your profile or reinforce the image of your brand with those who matter, AusFenEx19 sponsorship is unrivalled in its impact.

With a number of sponsorship opportunities still available, it’s vital to move quickly. We urge you to maximise your investment – the earlier you commit, the more exposure your business will gain in the important lead-up to AusFenEx19.

Lock in the dates right now and secure your place at this unforgettable event! Early bird registration is now open. Visit www.AusFenEx19.com to register.
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Affordability
The Silver Lining

Geordan Murray
Senior Economist
Housing Industry Association

Amidst all the doom and gloom stories covering falling home prices, it’s easy to forget the silver lining: housing is becoming more affordable. After getting further out of reach over the last few years, the dream of home ownership has become more attainable.

When home prices were growing rapidly, we lamented the fact that buying a home was becoming harder and harder. Lacklustre growth in wages made it difficult for a household to increase their rate of savings and the purchasing power of household savings was diminishing.

Slow wage growth didn’t do many favours for renting households either, particularly those in Sydney. The rate of rental price growth in Sydney had exceeded the annual rate of wage growth for eleven straight years. Not only was housing becoming less affordable to buy, it was also becoming less affordable to rent. That is until now - late in 2018 we saw wages growth exceed rental price growth for the first time since 2007.

This shouldn’t come as a surprise. Anyone with even a cursory understanding of economics will be familiar with the concept of supply and demand: if demand exceeds supply, prices are pushed up and if supply exceeds demand, then high prices lose that support.

Prior to 2014, Australia was building far too few homes. In the decade leading up to 2014, we built only 153,000 new homes on average each year. This was not enough to accommodate the growth in population. Households bid up the prices for whatever housing was available.

Over a million new homes have been built over the last five years, averaging a little over 200,000 new home completions each year. This means we have built six and a half years of housing supply in just five years. There are also another 225,000 homes that are currently under construction. This improvement in the supply is finally giving households more housing choices.

The balance has shifted in favour of buyers (and renters). If they don’t like the deal that a vendor or landlord is offering, they can have confidence that other options will be available. This is forcing vendors and landlords to sharpen their prices. In the markets where supply is booming, rental price growth is subdued and the median dwelling price is falling.

Looking at the HIA Housing Affordability Index, five of the nation’s eight capital cities saw improved affordability over the year to December 2018. Sydney continues to be home to the greatest improvements, its index up by 11.3 per cent. This was followed by Melbourne (+5.9 per cent), Perth (+5.7 per cent), Darwin (+3.2 per cent) and Brisbane (+0.8 per cent). Affordability deteriorated in Hobart (-9.3 per cent), Canberra (-3.6 per cent) and Adelaide (-3.3 per cent).

While there was a modest lift in incomes, the changes measured by the Affordability Index primarily reflect the recent changes in home prices. Interestingly, the changes in home prices have not been evenly distributed across price points.

Price declines in Melbourne have been most significant at the higher-end of the housing market. This is not the best news for home buyers facing the greatest challenges entering the housing market. Despite the significant fall in the overall market median, prices at the most affordable end of the spectrum remained close to their peak.

Unlike Melbourne where lower-priced properties have been resilient in the face of the broader market downturn, in Perth the most significant declines are evident at the low-end of the market. This is good news from the perspective of home-buyers entering the market for the first time.

The price declines in Sydney have been fairly even across the home price spectrum, suggesting the affordability improvements have been distributed across the market. There has been a similar pattern of broad price declines in Darwin.

Dwelling prices in Adelaide, Hobart and Canberra were still rising at the end of 2018. For Adelaide and Canberra, the strongest increases have been at the higher-end of the market. This provides some consolation for home buyers with greater budget constraints – the price escalation at the lower-end of the market has been more contained. Unfortunately, this situation is not mirrored in Hobart where the strongest price increases have been concentrated at the low end of the market, suggesting that the affordability challenges for those trying to enter Hobart’s housing market have deteriorated more substantially than indicated by the headline affordability index.

The home price falls throughout 2018 follow on from a protracted period of exceptionally strong growth. While ongoing growth would naturally be preferable to declines amongst existing property owners, it would be naive to have expected the cycle to go on forever. The strong price growth sent a clear signal to the market to supply more homes. The subsequent boost in the number of homes available for households to occupy has delivered a significant improvement in the housing choices.

If this growth in the number of new homes is sustained, it will bring home ownership back into the realm of possibility for many aspiring home buyers.
Many businesses put themselves at risk daily as they either do not understand their contractor obligations or they just don’t do it.

For those that have nothing in place, when something goes wrong, full responsibility lies with the business that engages the contractor. The reality is that they may as well have put them on their books as an employee and at least their business would be protected.

There are many businesses that believe they are doing the right thing, but there are still gaps. For instance, does the contractor’s insurance actually cover the work that is to be undertaken?

For example, does the insurance cover the actual height the contractor is going to be working at? That is, the insurance may only cover working up to 10 metres when the contractor is required to work up to 25 metres. This relates to a true scenario I was involved in.

Contractor Management can be very challenging at the best of times and is often overlooked by businesses. Just because you hire a contractor doesn’t mean your safety responsibilities are absolved or that the contractor has the correct compliance documentation in order.

In this article, we’re going to cover Contractor Management: what is required while contractors are on your work site, whether it be at your business location or working on an external site, and what compliance documentation they need to provide to your business.

**OBLIGATIONS UNDER SAFETY LEGISLATION**

As an employer, you have a legal obligation for the work health and safety of any contractors working at your place of work or undertaking work for you.

Safety responsibilities in relation to contractors apply in two directions:

1. The health and safety of any contractors or sub-contractors working on your site, advising and managing their compliance with the requirements of your workplace.
2. Employing a contractor who you have engaged to undertake work for you.

**CONTRACTOR CONSIDERATIONS**

What should you do when you engage a contractor to undertake work at your premises or work sites? These may include glaziers and installers.

Important processes in any Contractor Management procedure include:

- You must make sure the contractor you have engaged, including their employees, have:
  - The proper qualifications and licences.
  - The proper Safe Work Method Statements (SWMS) and processes.
  - The proper insurances and permits needed to undertake the task.
- You need to induct the contractor into the safe work processes of your site, including emergency procedures.
- Define the documents, policies and procedures that your company requires contractors to supply (this will illustrate the importance of WHS in their business and whether or not the contractor is committed to safety and meeting their legislative responsibilities).
- Monitor and supervise contractor safety performance.
- Ensure contractors have all of the relevant and up to date insurances in place, including:
  - Workers Compensation.
  - Public Liability.
  - Professional Indemnity.
  - Any Permits that are needed to undertake the work.
- Working With Children Check (if applicable).
- Police checks (if applicable).

If your contractor is going to sub-let any of the work you have contracted with them, then your contractor is also responsible for ensuring that they have followed the same process.

**TRUE STORY**

The small business owner of a fire sprinkler installation service was flat out with work when another job came through. He hired a sub-contractor to undertake the work for him. Unfortunately, that sub-contractor, when undertaking the work, made a simple mistake of not checking the safety valve when testing the sprinklers. An $11 million machine was doused with water, destroying it. When investigated, it was found that the sub-contractor was neither qualified nor insured, placing liability on the owner of the fire sprinkler company, ruining his business.

It is so important to remember that if a contractor is undertaking work for you, you must make sure they have the appropriate qualification, safe work processes and insurances.

Don’t play Russian roulette with your business! 💥

Contractor Management can be tiresome and critical renewal dates are often missed. At MK&A we implement an Online Management System to make it much easier to manage all of the critical elements. Give us a call to set up a presentation and we will show you just how easy it is to take control of your Contractor Management. Contact Maureen on 1300 136 146 or enquiries@maureenkyne.com.au
THE DANGERS OF SHAM CONTRACTING

The Fair Work Ombudsman has delivered a timely reminder for businesses to avoid dodgy sham contracting practices and the personal liability risk for directors and HR managers.

The Federal Circuit Court handed a Gold Coast tour bus operator a fine of $164,475 and a personal fine to its director of $3,825 for brazen sham contracting.

Workers were sent text messages requiring them to provide ABNs and advising them that they would no longer receive superannuation payments as they were being treated as independent contractors. The workers were then paid a flat rate, failing to take into account weekends, public holidays or overtime allowances owed under the Passenger Vehicle Transportation Award 2010.

This arrangement resulted in underpayments for two drivers, noted as already being on relatively modest incomes of $27,938.61 and $15,538.60. After the Fair Work Ombudsman began investigating, the tour bus operator admitted that they had applied a false label to hide the employment relationship.

Even though the employer provided significant cooperation with the Ombudsman’s investigation, backpaying the affected employees in full, and the Court noting that the contraventions came about ‘through clumsiness and inadvertence rather than anything else’, a clear message has been sent that there is zero tolerance for sham contracting.

So let’s discus exactly what sham contracting is, how you can spot it and how you can avoid it.

WHAT IS SHAM CONTRACTING?

Sham contracting is an employer misrepresenting to an individual who they employ, or propose to employ, that they are employed under a contract for services (as an independent contractor) rather than a contract of service (as an employee).

To determine whether a worker is an employee or genuine independent contractor, the Fair Work Ombudsman doesn’t give much weight to the express intention of the parties. Even if the employer had the worker sign an independent contractor agreement, they will consider a set of indicia from a body of case law. These elements will either give weight to an argument the worker is an employee or an independent contractor, or will be a neutral consideration.

The courts would then consider the whole character of the employment relationship and use this to develop an overall impression.

THE ELEMENTS OF SHAM CONTRACTING

1. CONTROL

The greater the control exercised by the employer over the worker, the more weight is given to finding the worker is an employee. This can be control over how, when and where the worker works, what they wear to work and the tools or equipment they have to supply to do their work, among other things.

2. INTEGRATION

This test looks at whether the work performed is an integral part of another’s business. If a worker engages in work as a ‘person in business on his own account’, he will likely be an independent contractor. However, if a person is doing low-skilled work for the benefit of another, they are not operating a business on their own account and are more likely to be employees.

3. SPECIALISATION

The more highly specialised and technical the work performed, the greater the chance the worker could be a genuine independent contractor.

4. REMUNERATION

A person who receives a periodic wage, which isn’t dependent on their level of skill, the difficulty or time required to complete a task or measured against their output, looks much more like an employee than an independent contractor.

5. INTENTION

As mentioned previously, an express intent of the employer and worker as to the character of the employment relationship is not going to be a determinative element. The courts have described this as a restriction against ‘creating something which has every feature of a rooster, but calling it a duck and insisting that everybody else recognise it as a duck.’

HOW DO I AVOID SHAM CONTRACTING?

Employers should always be mindful of the actual character of their employment relationships when engaging workers as independent contractors. As the Federal Circuit Court noted in the case of the Gold Coast tour bus operator, engaging an employee as an independent contractor and only paying them a flat rate will quickly run up substantial back-payments and even more significant penalties from the court.

If you’re uncertain about any of your employees or independent contractors, seek legal advice immediately.

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1 Commissioner of taxation v Barrett (1975) 2 ALR 65
3 Re Porter (1989) 34 IR 179, 184
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UNDERSTANDING KEY TERMS IN THE INSURANCE INDUSTRY

The insurance landscape can be complicated and there is a range of industry-specific terms that are used. It’s important that you or your risk adviser are aware of the terminology to avoid confusion or misunderstanding. Here is a guide to the most common industry-specific terms that may assist you in unravelling some confusing statements you might find when talking about your insurance.

**Accidental damage** is cover against a one-off event that causes damage to your property.

**Agreed value** is the amount for which you and your insurer agree to insure a motor vehicle.

An **assessor** is the person tasked with checking the details of a claim to see if it meets the terms and conditions of a policy. They are the focal point for the insurer on the claim and are the person that organises inspections of property and communicates with other parties involved in a claim.

An **asset** is something with monetary value that is covered by an insurance policy, such as a car or a property.

A **benefit** or **settlement** is what your insurer provides to you when your claim is processed and agreed, and can include a financial payment or repairs.

An insurance **broker** is a risk adviser who represents an individual or business to help them find appropriate insurance cover for their needs. They also manage the claims process, and represent the insured party in that process.

A **cash settlement** is a sum the insurer may offer to finalise your claim in place or repairing or replacing the damaged or lost asset.

A **Certificate of Insurance** is a document that provides evidence of an issued policy.

A **claim** is the formal notification to your insurer that you have suffered a loss that you believe is covered by your policy.

The **cooling-off period** is a window of time that allows you to walk away from a policy and have your money refunded.

**Coverage** is the details of what you’re covered for in your insurance policy.

**Defined events** are the specific events that your insurance covers against.

A **discount** is a potential reduction in your premium that may be offered by an insurer, usually linked to having multiple policies with the same insurer.

**Duty of disclosure** is the obligation on the insured party to tell the insurer of any details about your circumstances that could be relevant to the insurer’s decision to issue insurance.

**Excess** is the amount you must pay before your insurance policy activates, and is stated on your certificate of insurance.

**General insurance** are policies that protect your property, and do not include personal insurance, such as life and health.

The **General Insurance Code of Practice** is a voluntary code, and all members of the Insurance Council of Australia must adhere to it. It sets out standards for consumers to know how their insurer should conduct their business.

**Grace period** is the period of time that an insurer may provide in case you miss a premium payment.

The **insurer** is the company that issues your insurance policy.

**Liability** is the determination of who is legally responsible for something. You can purchase liability insurance, and also be liable in the event of an accident.

**Loss** is what happens when your assets or finances are impacted by an event.

**Market value** is the value of an asset, such as a car or property, in the current market.

**Negligence** is when you fail to take due care where you have responsibility for another person, and injury occurs which may lead to a liability claim.

**No claim bonus** is the discount you may receive on a policy if you make no claims in the preceding years.

**Non-disclosure** is when someone fails to tell his or her insurer all of the relevant information that should have been available when issuing an insurance policy.

**Over insurance** is when you take insurance on an item that exceeds its fair value.

**Your policy** is the legal document that outlines your insurance cover.

A **policyholder** is the person who has entered into a contract with an insurance company through a policy.

The **premium** is the amount of money you pay to the insurer for the provisions of an insurance policy.

A **Product Disclosure Statement** is the document an insurer must give you under law, which describes clearly the terms of your policy.

**Public liability insurance** covers a person or organisation’s liability to another person or organisation for causing injury or property damage.

A **qualifying event** is the occurrence of something that you are covered against in your insurance policy.

**Renewal** is when you extend your existing policy for another term.

**Replacement cost** is the amount of money you would require to replace all the items covered by a policy.

**Risk** has multiple meanings, but is primarily used to describe the likelihood of an event occurring.

A **signatory** is someone with the legal power or authority to sign a document and accept a contract.

The **sum insured** is the maximum amount that your insurer will pay for a claim on a policy.

**Total loss** is when something is damaged completely, beyond repair.

**Total replacement insurance** pays out the total amount needed to replace damaged items with new, whether a house or car, without considering depreciation of the item.

**Underwriting** is the mechanics by which an insurance company establishes its risk exposure and calculates its premiums.

**Workers’ compensation insurance** is mandatory for employers across Australia and will usually pay for treatment and possible compensation for injuries sustained in the course of work.

As you can see, there is a wide range of industry-specific terminology used across insurance. With this guide, you should be able to get across most of it, and if you’re not clear on any part, then speak to your professional risk adviser who should be able to assist you in navigating through this, at times, confusing terrain.

For further assistance, contact AB Phillips on 1300 242 136 or visit www.abphillips.com.au
Have you ever had the sensation that you have done something before, even though you can’t really recall it? Déjà vu is a French phrase that means, ‘a feeling of already experiencing the present situation’.

Having started Kaizen Executive just over 10 years ago and just prior to the GFC, I am getting the feeling that we may be in for a bumpy ride over the next 12 – 18 months. I am by no means suggesting that we will a crash like we did in 2009, but that a number of factors are coming to play that we have seen before, such as the tightening of bank lending and the outcomes of the banking royal commission, and, in some cases, the oversupply of residential stock and construction issues (for example, the Opal Tower in Sydney).

We are also coming off a buoyant economy that has seen growth and development at some all-time highs. Many of the companies I have worked with in the industry experiencing record sales results.

These factors are going to have an effect on what happens over the next few years and may subdue market optimism - which is a similar situation to where we were prior to the GFC.

So, over the last 10 years, have we actually learnt anything?

Without pouring cold water over what have been some fantastic times for our industry, there were some lessons learnt that we should still apply today.

Over the last 10 years, I have written over 40 articles for this magazine. Here are my thoughts and lessons from the past that still apply.

THE RIGHT PEOPLE IN THE RIGHT POSITIONS

In my June 2009 article, ‘Managing through a tight economy’, I talked about making sure you have the right staff in the right roles and, if you are looking to recruit, make sure you have a rigorous recruitment process that will deliver exactly what you are looking for. More so, make sure you know what the key attributes and skills that the role requires to be successful.

In my March 2010 article, I talked about recruitment being both a science and an art - the science of knowing exactly what you want, and the art of choosing the right person that will ‘fit’ into your organisation’s culture; and nothing has changed.

REVIEWING YOUR SALES TEAM

If you are reviewing your sales team, let’s reflect on a discussion we had in September 2013, where I covered, ‘Selling - can you play to win’. This article was all about making sure your sales team has the right tools and processes in place to make them successful. My view is that selling is a science and you need to have a sales plan (success formula) which is all about engaging with the right customers or prospects and setting targets or goals (KPIs) for your team to achieve.

Slip back to September 2013 for a full refresher on the above, as well as managing your sales pipeline. What gets measured gets done!

KEY ATTRIBUTES IN YOUR SALES PEOPLE

Once you have determined that you have the right tools, look for the key attributes in your sales people. Who are the top performers, core performers and poor performers? In my June 2013 article, I talked about personality types and how important to success they can be.

You might remember me talking about the Sales Executive Council and the study they have been completing since the GFC on the most successful sales personality profile. These profiles are the Relationship Builder, Hard Worker, Problem Solver, Loan Wolf and the Challenger.

Of those of you who read the article or completed the profile assessment, can you remember which one is the most successful and, more importantly, why? I will leave that one with you to flick back through the magazines or your own personal assessment. If you cannot remember and are really interested, give me a call!

SEARCH FOR SERVICE EXCELLENCE

Many of you reading this article, whether you know it or not, have been part of the long-term Mystery Shopping exercise that I started in early 2015, and that I am still adding to now. In my December 2015 article, ‘In search of service excellence’, I spoke about how transactional the industry is and how we do not engage in understanding what the customers’ needs really are. Engagement, understanding, questioning technique and listening skills are going to become even more important through the next period.

We need to clearly understand ‘why’ our customers buy from us and how we can make that experience easier.

CUSTOMER SERVICE PERFORMANCE

In my June 2016 article, I challenged if the buoyant market was masking our customer service performance and that we may not be as good as we think. Well, I think we are about to find out. The keys for me are to make sure you have the most well-trained staff you can (and I know some of you are on that journey); make sure you engage with your customers and really understand their needs and how you can assist; and ‘be different’.

Demonstrate why customers should buy from you and they will remember and come back!

TAKING THE LEAD ROLE

Finally, we need to take the lead role. In my September 2018 article, I spoke about sales leadership and this will become even more important as we travel through some rough water. A good leader understands the way the markets will shift and how to manage through those times. As leaders, we can blame no-one but ourselves if we start to see that we are not achieving the results that are required. Make sure your people know why they are doing what they are and how that fits into the overall challenges faced and successes to come.

May the force be with you.

To read back issues of Fenestration Australia and Windows magazines, visit www.awa.org.au/newsinfo/back-issues
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AWA-AGGA WELCOMES
Clinton Skeoch, the new CEO of AWA-AGGA Limited, has long been a major player in the business and construction sectors. He discusses the unique path he’s taken to get to this point and how he’s planning to use his extensive experience to make the most of this landmark union between the two peak bodies.

Clinton begins by voicing his excitement about the state of play. “There are many benefits of the AWA and AGGA coming together in such ideal circumstances,” he observes. “The merger between these vibrant and passionate organisations will create a stronger and more prosperous future for our window, glass and glazing industry.”

Starting out in this newly created role has given Clinton a unique opportunity to make a difference. “Our combined membership makes the two organisations stronger united than divided,” he says. “I’m excited about having the opportunity to look at things from a new perspective.”

Clinton’s rich and diverse professional background brings unique insights to the window, glass and glazing industry, which will benefit from his unique experiences and worldview. From the beginning, sales has formed a major strand of Clinton’s expertise. “Straight out of university, I worked in the Australian sales arm of a Chinese chemical manufacturer called Red Sun for four years,” he says. “That was my introduction to industry.”

The next step in Clinton’s journey was working with Horticulture Australia as their Australian Domestic Market Manager and Global Trade Analyst, a role which demanded a broad grasp of domestic marketing and global trade expertise. Following was an 11-year stint at Boral, where Clinton worked in a range of strategy based market development roles. “Working in strategy, supply chain and market development at Boral involved looking after production and distribution planning for mills and distribution centres Australia-wide, as well as overseeing the company’s marketing presence in South-East Asia.”

His successful tenure at Boral required a significant understanding of the unique demands of manufacturing, an ability which will serve him well in his new role. “My time there demanded a deep appreciation of what it takes to compete in a global market,” he says.

Throughout, Clinton was also steadily amassing extensive experience with industry bodies. “At Boral, I served on the Board of the Timber Development Association for 10 years, the final year as Chair,” he recalls. “For a number of years I was also on the Forest and Wood Products Australia (FWPA) Advisory Board.” Clinton’s accumulated expertise will prove invaluable in his new role. “My production and sales background is woven through engagement, strategy and practice,” he says. “My career has given me a solid grounding in strategic industry, research and development, industry strategy, government engagement, and policy regulations.” Clinton’s aims are proudly optimistic. “I’m the guy who wants to grow the pie rather than just redistributing it; an objective which has been one of my career’s main themes,” he notes. “By optimising our full range of processes in the window, glass and glazing industry, we’ll be able to grow an even more vibrant culture. The merger will also allow us to leverage each organisation’s strong frameworks, encompassing training, accreditation, policy development and standards.”

Far from being an uncritical optimist, however, Clinton is fully aware of the challenges ahead. “Competition in the window, glass and glazing industry is now fiercer, and integration more comprehensive, than it’s ever been – the only constant is competition,” he comments. “Our membership base, from the smallest glazier in Hobart to the largest window manufacturer in Sydney, are becoming more competition and customer focused every day,” Clinton elaborates. “Given this reality, we have to supply a framework that supports growth and development.”

The newly combined organisation’s highly diverse membership is a source of strength. “The varied membership base of AWA-AGGA Limited ranges from small glaziers right through to major manufacturers and importers,” he says. “They are all similar in some ways but different in others, with unique issues and touchpoints. The merger will enable each of our members to support each other far more effectively.”

The outlook, then, is extremely bright. “It’s an exciting time for the industry, and I’m looking forward to helping extend the pathway ahead,” Clinton says. “As someone who is passionate about people in the industry, I was struck during my first Board meeting with everyone’s admirable commitment to creating a bright future for our combined entities and businesses. I’m also impressed by the capacity and skills of our combined employees, and am genuinely looking forward to playing a role in creating the best possible outcome for Australia’s window, glass and glazing industry.”

We wish Clinton all the best in this new role. Contact Clinton at clinton.skeoch@awa.org.au
As of 1 January 2019, the merger between Australia’s two leading window and glass representative bodies was complete. AWA-AGGA Limited is now ready to meet the needs of the combined window, glass and glazing industries. This merger has already impacted positively and benefits are already directly flowing to members, with the expansion of member services and support on offer.

The formation of AWA-AGGA Limited was driven by the urgent need for each industry to continue to evolve within an increasingly competitive global market. With this in mind, combining the two bodies has created an authoritative, unified voice. A far more efficient and cost-effective Association is made possible by accessing economies of scale.

Creating a single entity has also ensured this newly formed organisation will command a greater voice than was formerly possible with two separate bodies. In a genuine example of ‘strength in numbers’, those operating in the window, glass and glazing industries now benefit from joint representation – the two Associations’ combined strength is providing a stronger, consolidated and consistent message on behalf of all members and stakeholders, who can communicate with a truly cohesive voice for the first time.

The recent merger has also resulted in a simpler, increasingly democratic and more effective system of governance, with a single Board appointed to represent every member’s interests. Believed to be a major improvement on the previous system, this development ensures all members (large and small) have a stronger voice, greater advocacy, and increased solidarity through total industry representation across a united front.

The sharing of many skills, industry trends and knowledge are also flowing from the formation of AWA-AGGA Limited, as all members in key areas gain access to increased expertise. Members now enjoy expanded technical advice, increased access to more training, an improved accreditation framework, ongoing access to WHS support, increased marketing support and additional networking avenues, to name a few.

The formation of AWA-AGGA Limited is also about people; bringing together irrereplaceable expertise in a single organisation. Functioning as a formidable ‘think tank’ of experts, the newly merged organisation will securely guide members through daily challenges with its unrivalled collection of practical skills and knowledge arising from a vast level of combined industry experience.

Improved communication channels are also made possible through the foundation of this single new organisation. Our focus will be on bringing the entire industry together to network and share information and experiences. By aligning conferences, events and training for each organisation, pooled resources can now be efficiently directed into creating the most informative and relevant presentations possible.

The new Association is planning to revitalise state events, increase attendance numbers, and raise the level and effectiveness of networking opportunities for members. The successful merger has been a crucial step forward in creating a comprehensive Australia-wide window, glass and glazing community that fully utilises our combined expertise.

With the formation of AWA-AGGA Limited, we have achieved a long overdue leap forward for our industry. With so many beneficial effects already stemming from this decisive recent development, we are looking forward to making further advances as a unified body with a shared sense of purpose.

For further information on the merger or to make enquiries regarding upcoming events, training or technical support please contact your local AWA-AGGA Limited office.

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Located on broad acreage in Upper Beaconsfield, Victoria, is Ashford House - a contemporary designed home inspired by the traditional farm style shed. The floor plan consists of four bedrooms, three bathrooms, a gym, butler’s pantry and a spacious kitchen, dining and living room – forming part of the entertaining and alfresco area.

Built by owners Steve and Donna Bright, from construction company Excelcon, the minimalistic home, designed by Graham Jones Design, emanates luxury and quality craftsmanship. “We wanted to incorporate floor-to-ceiling windows that could run seamlessly along the length of the house,” says Steve. Excelcon worked closely with Stegbar to customise windows to the specifications required.

“At the time, Stegbar was developing a new innovative range called Alumiere, which became an integral part of the design – both aesthetically and structurally,” explains Steve. “We wanted the windows to provide vast open living spaces, while maintaining minimal visual impact from structural elements.”

Stegbar’s Alumiere range was a perfect fit, offering the look of bespoke joinery with bold black framing - complementing prestigious residential homes where the emphasis is on ample windows and open plan living.

To seamlessly bring the outdoors in, Stegbar Alumiere Stacking Doors were specified, allowing Steve and Donna to take advantage of the alfresco space all year round. “In winter, we can keep the doors closed and still feel connected to the outside due to the large panes of glass and unobstructed views. During the warmer months, we can completely open them up and create a cohesive transition from inside out,” says Steve.

Working collaboratively with Stegbar, a method was developed specifically for the Ashford House project in which the Alumiere windows and doors could provide lateral and cross-sectional strength to the home’s structure - appearing as if they’re holding up the home’s entire structure.

In addition to structural integrity, the Alumiere window and door suite are airtight and watertight. This has the added benefit of creating thermal efficiency and increasing acoustic performance, providing peace and quiet indoors. “The design of Ashford House was always going to provide a challenge to window manufacturers. With a long-standing working relationship and a cohesive approach to construction, Stegbar’s Alumiere range has enabled us to achieve a final overall look that is true to our design brief, and creates an extraordinary home,” concludes Steve.
CASE STUDY

FABRICATOR: Stegbar

SYSTEMS: Alumiere Fixed Windows
Aneeta Sashless Windows
Alumiere Stacking Door
Alumiere Sliding Door
Alumiere Hinged Door

ARCHITECT: Graham Jones Design

BUILDER: Steve Bright, Excelcon

PHOTOGRAPHY: Earl Carter
The window, glass and glazing industry is set to benefit from a new partnership with an innovative media channel that’s winning favour with Australian architects.

AWA-AGGA Limited has formed a partnership with the Built Environment Channel (BEC) which provides architects with live feeds of information, using a network of digital screens installed in architecture practices.

The network enables content partners, such as AWA-AGGA Limited, the opportunity to communicate with architects in a convenient and effective way, with content that is visually impressive.

BEC provides the screens and service free to participating architects who receive the visual content feeds direct into common work areas such as studios, kitchens and printing rooms.

It’s not intrusive – there’s no audio – and it keeps architects informed of latest industry news, inspiring projects and of cutting edge products.

This will be an excellent channel for those in the windows, glass and glazing industry to introduce new products or to deliver relevant news and information to BEC’s audience.

BEC will be a content partner and exhibitor at the AusFenEx19 conference this year, giving visitors the chance to learn more about its ground-breaking service.

Since its introduction in late 2017, BEC has been embraced by architects and their peak body, the Australian Institute of Architects (AIA).

National AIA President, Clare Cousins, said the service had been well-received by busy architects who needed information in the most effective way.

“BEC is an effective communications tool because it delivers timely, comprehensive and compelling content tailored to the needs of both emerging and established architects,” she said.

Another enthusiast for BEC is Lindy Johnson. “The Built Environment Channel is among our year’s greatest discoveries,” she said.

As the volume and clutter of traditional information sources eats into the precious work time of architects, BEC becomes an increasingly attractive alternative for architects and those who need to communicate with them.

Through BEC, product suppliers can reach influential decision makers and specifiers in the built environment.

For advertisers, BEC is a highly targeted and cost effective medium that allows the tailoring of creative messaging with high frequency.
In Mosman, New South Wales, windows in this 1960s apartment block were in need of an urgent upgrade. The original timber window frames were in a terrible condition with considerable wear and tear, rot damage, air leaks, and peeling paint. The single glazing also gave no reliable protection from the sun and had near-zero insulation.

**SOLAR CONTROL**

Passive heat can lead to unwelcome heat entering a building on hot days. In the apartment building, the glass let in 88 per cent of direct heat causing uncomfortable temperatures for occupants during summer. To try to keep cool, occupants would draw curtains and run cooling systems for long durations.

In addition, during long, hot summer days, the brickwork, roof tiles, footpaths and roads absorb heat and re-radiate it outward at night time - heat enters the building through the glass and causes round the clock heat gain issues in summer.

The old glazing was replaced with Insulglass LowE Prime™, resulting in nearly half of the direct heat being blocked from entering through the glass. The special silver based metal coating in the softcoat low-E also stopped the majority of re-radiated heat from entering - providing a more comfortable temperature level during the day and night.

Occupants now do not have to leave blinds closed all the time and demands on the cooling systems are reduced, providing a healthier living environment. According to one tenant, “The internal temperature has been reduced and is more moderate now.”

**GLARE AND FADING FACTORS**

The neutral tone of Insulglass LowE Prime™ provides glare protection against the intense northern Sydney sun, lowering the original Visible Light Transmittance (VLT) of 90 per cent down to a more suitable 70 per cent (centre of the glass) without looking too dark or noticeable as a tinted glass. A tenant confirms that, “Glare...has been reduced significantly.”

Occupants now receive comfortable levels of sunshine and the advanced metal based coating also provides protection against harmful ultraviolet (UV) rays which can fade internal wooden flooring, carpets, furniture, artwork and paint colours.

**INSULATION**

As a high performing solution, the performance of Insulglass LowE Prime™ exceeded expectations with a dramatic 72 per cent improvement in insulation. This allows for any heat produced inside to be retained on cold days and nights as well as keeping the cold from outside entering - resulting in a significantly lower demand for heating. “Conservatively 20-30 per cent,” notes a tenant.

This effect can also be physically seen in the thermal images, highlighting the before and after effects on a cold day. The double glazed softcoat low-E insulation also works on hot summer days by increasing the effectiveness of air conditioning - working similarly to a Thermos, keeping a hot drink hot (when it’s cold outside) and a cold drink cold (when it’s hot outside).

All of this results in significantly less demand for heating and supports less demand in cooling on hot days. Less energy waste and less energy costs – all year round!

**INTERNAL CONDENSATION**

Dew point is where temperature and humidity meet and condensation forms. The new Insulglass LowE Prime™ double glazed units increase the inside surface temperature of the glass, bypassing the dew point and virtually eliminating any internal condensation conditions - leading to healthier inside environments. “I used to frequently see condensation,” notes a tenant. “No condensation has been noticed since the new windows have been installed.”
BIGGER WINDOWS AND VENTILATION

Due to the type of glazing, the size of the windows was able to be increased without compromising performance. Multiple small windows were removed and replaced with larger full units with secured ventilation from the uPVC hardware, while the sliding doors maximised the open plan and outdoor flow to the balconies.

ACOUSTICS

Transitioning from single glazed to double glazed provided an instant impact on the acoustics. Intrusive noise ranged from low frequency rumbles of outside voices and low-density traffic to high frequency offenders like chainsaws, loud music, aeroplanes and high frequency traffic.

The new windows provided over 100 per cent improvement in decibel blocking in the lower frequencies and over 50 per cent improvement in the highest frequencies. “There was a large reduction in traffic noise,” confirms a tenant.

UPVC FRAMES

Partnering a high performing double glazed low-E with uPVC frames synergised key performances like thermal comfort. Being non-conductive, uPVC does not transfer heat in (on hot days) or out (on cold days). This, combined with Insulglass LowE Prime™, results in an extremely high energy efficient window solution as well as additional benefits from the frames themselves:

- **Low Maintenance:** No need for painting significantly reduces maintenance over their lifetime. Easy to clean.
- **Tough and Durable:** Reinforced with galvanized steel. Tested for ultraviolet (UV) resistance so they will not deteriorate, fade or discoulour. Rot and corrosion resistant, making them ideal for coastal properties.
- **Bushfire Performance:** Combined with double glazed units to be used in Bushfire Attack Level 29 kW/m² (BAL 29) with some windows tested to withstand BAL 40.
- **Good Looks and High Security:** Fusion-welded corners and unbroken lines provide simplicity and the strength of a ‘one-piece design’.

THE END RESULT

The tenants are happy, healthier and more comfortable, and pay less on their energy bills. Apartment owners are able to attract higher rental income opportunities due to the added value the window system provides their homes. “I think the glass is performing excellently for all apartments in our unit block,” notes a tenant.

FABRICATOR  Kinzel Industries
SYSTEMS  uPVC fixed window
         uPVC tilt and turn windows
         uPVC door
GLASS  Insulglass LowE Prime™
       Australian Glass Group
PHOTOGRAPHY  Kinzel Industries

Insulation properties of windows where external temperature is lower than internal temperature:

**BEFORE**

Greater heat transfer from inside to out through glazing and frame as shown by the thermal imaging. Glass and frame are colder than the surrounds as indicated by purple colouring.

**AFTER**

Heat is retained, closing the thermal wound in the wall. The silver coating of the softcoat low-E glass reflects heat back into the room. This results in increased glass temperature as indicated by the orange colours of the thermal image.
NCC 2019 & BUSHFIRE STANDARDS

NATIONAL CONSTRUCTION CODE 2019

The National Construction Code (NCC) 2019 preview has now been published by the Australian Building Codes Board (ABCB). A free download is available from the ABCB website.1

This is the first edition of the NCC since its publication moved to a three year cycle and, consequently, it contains an unprecedented number of changes.

Under the ABCB’s readability initiative, the structure, language and format of the NCC has been refined to make the code more user friendly - using plain language where possible and improving understanding of the requirements by listing them in a logical order.

Perhaps the most significant change is in Section J (Energy Provisions) of Volume 1 which has seen little change since 2006. This has been radically overhauled to align with technological improvements and to be consistent with the Australian governments’ commitment to reduce greenhouse gas emissions under the Paris Agreement. The structural changes include a new requirement to calculate the total R-Value for the whole (combined) façade instead of separate targets for glazing and walls. The ABCB have advised that the Glazing Calculator will be replaced with a new Façade Calculator, currently in the beta testing phase, and will be released to industry before May 2019.

The ABCB has also recently announced a 12 month transition period. This means energy assessors can use either the 2016 or the 2019 method for the first year, until 1 May, 2020.

A substantial amount of content has been added to Volume 2 in terms of Acceptable Construction Practices (ACPs) to reduce the burden on users referencing separate Australian Standards. The ABCB accepted proposals from industry to improve the language and provide more prescriptive requirements on the weatherproofing of openings, based substantially on existing industry guidelines.

The new NCC has been released as a ‘preview’ and will be adopted under state and territory legislation, subject to transitional arrangements, on 1 May 2019.

AUSTRALIAN BUSHFIRE STANDARDS PUBLISHED

Following several years of work at Standards Australia involving a comprehensive review of the bushfire standards, the following standards were published at the end of 2018:

- AS 1530.8:2018 Methods of fire tests on buildings, materials, components and structures. The testing methodology outlined in Part 1 (Energy Provisions) of Volume 1 which has seen little change since 2006. This has been radically overhauled to align with technological improvements and to be consistent with the Australian governments’ commitment to reduce greenhouse gas emissions under the Paris Agreement. The structural changes include a new requirement to calculate the total R-Value for the whole (combined) façade instead of separate targets for glazing and walls. The ABCB have advised that the Glazing Calculator will be replaced with a new Façade Calculator, currently in the beta testing phase, and will be released to industry before May 2019.

- AS 3959:2018 Construction of buildings in bushfire prone areas. Window and glazing requirements have been clarified under separate headings, making the standard much easier to read. Other changes include the gap criteria in Section 3 which has been reworded and concessions applied for internal retractable screens, which are now allowed provided they are internal and only for doors.

Copies of these standards can be purchased from SAI Global.

For more information, contact Russell on 02 9498 2768 or technical@awa.org.au

1 https://ncc.abcb.gov.au/ncc-online/NCC
Australian Glass Group’s exciting new range of high performance soft coat LowE offers multiple options to suit different environments and meet performance requirements.

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- Insulglass LowE Prime™: 69%
- Insulglass LowE Plus™: 80%
- Insulglass LowE Max™: 63%

Solar Heat Gain Coefficient (SHGC)

- Insulglass LowE Prime™: 0.55
- Insulglass LowE Plus™: 0.60
- Insulglass LowE Max™: 0.27

U-Value

- Insulglass LowE Prime™: 1.7
- Insulglass LowE Plus™: 1.4
- Insulglass LowE Max™: 1.3

Insulglass LowE range is available in the WERS database.

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VENTUS Louver Galleries
Fotogroup is now a CASA registered drone operator

Fotogroup was established in 2007 by two News Ltd press photographers, Cameron L’Estrange and Shaney Balcombe (you might recognise Cameron as the photographer from the past few Fenestration Australia and Glass Australia conferences, including AusFenEx16, Fiji 2017 and Port Douglas 2018).

Cameron has an Aviation Reference Number from CASA to operate a drone under 2 kg for commercial use and can now offer aerial video and photography services for the construction sector, including building sites, manufacturing plants, fabrication procedures and on-site installations. Cameron also has a valid White Card.

This service is ideal for builders and installers wanting spectacular 4K videos of their work and it’s also perfect for safety inspections of hard to reach places like high roofs.

Drone photography is the single biggest growth sector in commercial photography and for that reason Fotogroup is offering very competitive rates for AWA-AGGA members. Alongside Cameron’s high quality work, Fotogroup also provides standard photography and video services, including time lapse for installations and construction. Based in Melbourne, Cameron and Shaney offer their services Australia-wide.

For more information, contact Cameron L’Estrange on 0402 442 141, email contact@fotogroup.com.au, or visit fotogroup.com.au

Magnetite Retrofit double glazing now available in Singapore

Australia’s leading secondary window system, Magnetite, has finally arrived in Singapore. Magnetite is proud to announce its alliance with PLACE Group, bringing Magnetite retrofit double glazing to the Lion City.

PLACE Group, the leading window consultancy in South East Asia, is a sole distributor of Magnetite in Singapore and will deliver solutions to homes and businesses through a trained team of local installers and estimators.

With over 17 years experience working on window projects across Europe and Asia-Pacific, the PLACE team has extensive knowledge and expertise in delivering the best window and glazing solutions.

“We are delighted to provide world-class secondary double glazing solutions to homes and offices across Singapore. Magnetite will not only soundproof against noise from the hustle and bustle of city living but also improve thermal comfort and window energy efficiency,” said Carisa Mann, Managing Director of PLACE Group. Magnetite Singapore is committed to delivering the best solution for existing windows and doors including offering a free site assessment to ensure the requirements of each client are understood.

Adrian Lafleur, Managing Director of Magnetite Australia, commented that, “Partnering with PLACE Group will be beneficial for both as we are able to tap into and grow our presence in the South East Asia market and, at the same time, allow PLACE to offer innovative window solutions to make homes and offices in Singapore more comfortable and energy efficient.”

Magnetite is a window system that converts an existing single glazed window into a double glazed window. Using a discreet frame with magnets, an optical grade acrylic panel is attached to the inside of an existing window sill. The magnetic seal ensures an airtight seal around the window, minimising draughts. The acrylic glazing provides six times the efficiency of standard glass. The new Magnetite glazing panel creates an air cavity between the existing window and the clear acrylic panel which acts as an insulation barrier against noise and temperature.

For more information, contact Adrian Lafleur on 02 9565 4070 or adrian@magnetite.com.au

01 Adrian Lafleur, Magnetite Australia (left) and Carisa Mann, PLACE Group.
02 A Magnetite installation in Singapore.
**BIGGER & BETTER**

**AZUMA’S STATE OF THE ART TESTING RIG**

As the fenestration industry continues to evolve and grow, so does the need for bigger and better testing facilities. One of Australia’s largest privately-owned compliance testing and engineering companies, Azuma, is at the forefront of the latest technology. The Sydney-based company has become well known for its wide range of industrial design, engineering and testing services throughout the Asia-Pacific region.

Part of the company’s expansive repertoire includes load testing, cycle testing, impact testing, accelerated corrosion testing and wind and water penetration testing.

With both NATA and IQNet accreditation, Azuma is capable of testing to Australian and international standards.

Testing is a critical part of the design process, ensuring each product is not only fit for production, but also that it raises the benchmark for quality assurance. The AS 2047 wind and water penetration testing rig is designed specifically to test windows and doors for the harsh Australian environment.

The facilities cater for the increase in demand for larger products with a capacity of 4.5 x 4.5 metres. The rig also boasts the impressive fan capacity of 20,000 Pa.

“With compliant product becoming more important to the industry, the new rig adds better capacity for testing,” says Azuma Technical Consultant, Craig Brennan. “A lot of buildings are now having bigger windows installed and we can now meet this need. The new rig can test larger products compared to our other rigs. It also has increased wind pressure capabilities.”

In addition to its size, the testing rig also caters for a number of specific testing requirements. “The rig adds the capacity to test to AS 2047 which allows businesses to meet their NCC legislative requirements,” says Brennan. “We can now also test cyclic wind testing for cladding as to the requirements as of AS 1170.2, plus measure air infiltration differently through a laminar flow meter.”

The rig is one of only two independent testing facilities of its kind in Australia. “We’re making more modifications to the rig to make it more user friendly to set up,” says Brennan. “We’re continuing to tinker with it to make it even better.”

Azuma’s testing facilities allow businesses to continually push the boundaries of product development.

In addition to offering a range of testing facilities in line with Australian standards and various industry codes of practice, there is also the opportunity to test product performance against the performance of competitor’s products for comparative studies and evaluations. This invaluable data provides endless opportunities for designers and engineers when making product improvements or modifications and helps propel the industry to greater heights.

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**ATLITE’S BUMPER YEAR**

2018 was a very exciting year for the team at Atlite Skylights with awards, accolades and a feature in Network 10’s Australia By Design Innovation show.

Since launching the new Premium Roof Window in 2017, this Australian owned business has gone from strength to strength. Atlite’s award-winning Roof Window appeals to architects, designers and home owners alike. Designed in collaboration with Swinburne University of Technology, the Roof Window meets the extreme weather conditions of Australia’s harsh climate whilst maintaining a sleek and stylish appearance. Creativity knows no bounds as this sleek, modern design can be crafted to any size or shape to suit your home or workplace.

Winning a Good Design Award, followed by two Skylight Industry Association Awards, Atlite finished 2018 with a feature on an episode during Season 2 of Australia By Design Innovation.

The filming for Australia By Design Innovation took over five hours on site at Atlite in Cheltenham. The filming included a demonstration of the strength of trafficable skylights and an explanation on the unique and award-winning patented extrusion design.

Atlite’s award-winning showroom was also featured - displaying the triangular, rhombus and hexagon openable Roof Windows.

Filming also took place at the home of one of Atlite’s valued clients, featuring the Atlite Sliding Glass Roof Window.

Atlite were thrilled to be asked to be part of the program and were honoured to be included in the seven-episode series.

Watch the segment at www.atlite.com.au

01 The Atlite Skylights project that won 2018 SIA Best Use of Skylights Residential New Construction.
02 Atlite Skylights’ showroom in Cheltenham, Victoria.
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QBCC AUDIT OF GLASS INDUSTRY FINDS CONTRACTORS FLOUTING STANDARDS

An audit of glass balustrades in apartment buildings across south-east Queensland has revealed underqualified contractors are incorrectly signing off on the installation and effectiveness of glass panels.

Concerns about unsafe balustrades were raised from within the industry at the inaugural Australian Balustrade Association forum recently.

The Queensland Building and Construction Commission (QBCC) conducted an investigation of glass-balustraded balconies at 18 multi-storey residential buildings in southeast Queensland and discovered the glass used on many was not properly certified.

Additionally, certification paperwork was signed off by people with the wrong qualifications.

QBCC Commissioner Brett Bassett said ignorance of the Standards was not good enough.

“Glass balustrades are an appealing cosmetic feature but they are, in effect, safety systems and the consequences of non-compliant or defective installation could be catastrophic,” Mr Bassett said.

“Late last year we stripped the license from a glazier on the Sunshine Coast after complaints about defective balustrade installation, but now we are seeing that this is a wider issue in the industry.

“It is not worth it to save a few pennies by using glass that can’t withstand the weight of a person or significant wind, and could shatter or become a deadly projectile falling from a substantial height.”

The QBCC has been working closely with the industry to educate contractors on the requirements for glass balustrades, including presenting at a professional development seminar for certifiers and other industry professionals.

Penalties for defective or negligent work can range from fines of thousands of dollars to a three-year ban for a first offence.

All 18 properties reviewed in the audit were able to address compliance concerns and no further action by the QBCC was required.

Anyone concerned about the installation of their glass balustrade can contact the QBCC on 139 333 or visit www.qbcc.qld.gov.au.
THE LABEL GURUS

Guru Labels are the preferred print partners of the AWA-AGGA Limited. With a convenient online ordering system, AWA-AGGA members can order their labels, 24 hours a day, 7 days a week.

Based on the New South Wales central coast, Guru Labels is an all-digital converter - printing self-adhesive labels ranging from indoor roll-to-roll to outdoor UV-stable vinyl labels. According to Nick Lowe, Sales Manager, Guru Labels serves a broad customer base throughout the window, glass and glazing industry.

“We serve businesses ranging from stand-alone shops through to some of Australia’s largest window, glass and glazing companies,” he says. “We have customers in every state, and we ship Australia-wide every day.”

Having outgrown its facility in Tuggerah, Guru is moving to a new plant 15 minutes away in Lisarow. The new factory is four times the size of the old one and will allow Guru to offer a more flexible service with shorter lead times.

“The increase in factory and office footprint gives us a rare opportunity to lay out the factory from scratch, delivering us the most efficient manufacturing facility possible,” says Nick. “These efficiencies will also directly underpin our ability to increase the range of products and services we offer.”

GEARING UP

Guru is a company that is determined to stay on the cutting edge. “We’re one of those businesses that invests in and uses the latest technology to make sure we stay well in front of the competition,” says Nick. “Because we’re a major supplier to the window, glass and glazing industry, reliability is everything. You can’t have downtime. Our new machinery has a great reputation for staying longer and getting the job done.”

SERVICE YOU CAN COUNT ON

Nick believes Guru occupies a sweet spot in terms of size – not too big and not too small, and customers agree.

“Our customers love the fact that we’re still small enough to take a phone call and deliver good customer service, but are at a size where we can now handle some larger print runs and higher-capacity print jobs,” he says.

According to Nick, one major selling point for Guru is its dedicated online portal. “With your personal account login you can get instant access, at any time, to the full range of safety labels, performance labels, manifestation motifs and more.

“Guru gets new window, glass and glazing customers every day,” says Nick, mostly through referrals from existing customers. “People say, ‘go to Guru and they’ll take care of you’. We have great service, quality product, and instant online ordering. Time is money in this industry, after all,” he says.

With this blend of innovation and service, it’s no wonder that Guru is the label printer that AWA-AGGA rely on. For more information, visit www.gurulabels.com.au

01 Nick Lowe, Sales Manager, Guru Labels, with a label finishing machine.
02 The team at Guru Labels.
FOREL OPENS THIRD PRODUCTION SITE & EXPANDS HEADQUARTERS

Forel, Italy, has recently expanded their operation and officially opened their new 3,000 square metre plant, meeting increasing global demand.

In addition to their three manufacturing facilities in Italy, Forel has commercial operations in the United States of America and Russia, and has a sales force of 25 partner agencies all over the world.

The new plant is in close proximity to Venice and commenced full operation in December 2018, manufacturing machinery for edge processing (edger machines, drilling and milling machines, and washing machines) and sorting systems (integrated solutions for automatically handling and moving glass sheets inside the production area).

The Forel headquarters in Treviso has also expanded, making way for a larger production area. This site will be focused on the production of machinery for insulating glass, laminating and vertical cutting.

“The opening of our third plant and the enlargement of our headquarters are consequences of a positive trend,” explains Fortunato Vianello, Founder and President of Forel. “The market values and appreciates our products and orders are growing word-wide. With many companies choosing to move their production facilities abroad, our choice is to continue to offer our customers a quality, innovative glass processing technology that has been developed and manufactured in Italy.”

For further information, contact OGA on 03 9587 2488 or enquiries@oga.com.au

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Martin: 0415 895 327 | martin@quattrolifts.com | www.quattrolifts.com.au
An increasing number of children are being admitted to hospital each year with serious injuries after suffering falls from windows and balconies. According to the Children’s Hospital at Westmead (CHW), children aged from one to five years old are at risk as they’re naturally curious, but lack the ability to judge potentially dangerous situations.

“Fall incidents peak in the summer period which can be attributed primarily to the warmer weather - allowing or requiring windows to be open, as well as an increased level of outdoor activity. This can lead to an increased risk of falls from windows, balconies and decks,” says Dom Galluccio, General Manager, Lock & Roll.

Some of these documented falls have been from quite a height, with a high proportion falling from windows and balconies on the first and second floor, as well as through insect screens - as some children don’t understand that a fly screen may not be able to hold their weight.

Both the actions of the child or parent, in conjunction with specific building components can contribute to these incidents. In particular, placing furniture near a window that isn’t fitted with a latching or locking safety device is a significant child-safety issue.

Older buildings may also present a higher risk, as they may not meet today’s building codes and can incorporate design features such as low sills, built-in window seats and balustrading that may be easy for children to climb on.

To eliminate the possibility of falling out of a window, Lock & Roll can install stainless steel safety restrictors to meet safety requirements. The National Construction Code (NCC) allows a maximum opening of less than 12.5 cm (representing the size of a young child’s head) for windows and balustrades, but the NCC is not generally applied retrospectively to existing buildings.

The New South Wales Government requires all strata schemes with residential lots to install safety devices on all windows that present have a fall height of over 2 m to comply with the Strata Act and meet NCC requirements.

An openable window needs a safety device if the lowest part of the window is less than 1.7 m above the floor and the external floor under the window is 2 m or more above the outside surface. These safety devices must be able to limit the maximum window opening to less than 12.5 cm against 250 N (approximately 25 kg). They must also be robust and childproof. Suitable window safety devices include window locks or safety screens, but not ordinary insect screens.

Homeowners and the strata community can act now to reduce the number of children admitted to hospital each year with serious injuries after suffering falls and potentially save future lives.

ABOUT LOCK & ROLL FRANCHISING
LOCK & ROLL FRANCHISING PTY LTD is a specialist window and door repair, maintenance and upgrade service for domestic and commercial property owners and managers. Lock & Roll have the experience and knowledge for all your door and window repairs and security needs. Lock & Roll’s experienced technicians operate all across Sydney and aim to complete most door repairs and window repairs in one visit. Master Licence 000104324.

For further information, please visit www.lockandroll.com.au or call 1800 20 33 77.

QUEENSLAND GLASS V6 MACRO TO ERP SOLUTION
Soft Tech recently completed a project with Jacqui Robertson, Group IT Manager of InteriorCo Pty Ltd, customising an interface solution between V6 and the existing Enterprise Resource Planning (ERP) system at subsidiary company, Queensland Glass.

The Soft Tech V6 macro to ERP solution was tailored to Queensland Glass requirements and involved creating graphics for frames and extrusions for each unique V6 quote/order moving through their large manufacturing facility. Currently the process is a manual and paper based function, posing several risks, including information being misplaced and, in a worst case scenario, production downtime.

The Managing Director of InteriorCo identified that they could be working to a more streamlined process in this area of the Queensland Glass facility. He subsequently put together an idea to import the system data from V6 into their ERP, which would create visibility for the first time in this area, lowering the risks associated with their current process.

After bringing Soft Tech and their ERP supplier together collaboratively, Queensland Glass moved forward to begin working on the proposed macro solution. This involved extracting data from V6 into their ERP, such as the BOM (Bill of Materials) headers and details, and enhancing their ERP’s current functionality to enable the process improvement between the two systems. This will assist greatly with their planning and manufacturing processes. The project went live at the end of 2018.

When asked about her experience working with Soft Tech on this project, Jacqui commented, “It’s been a pleasure working with Soft Tech, really easy and accommodating for the changes we’ve requested, and getting these done as quickly as possible.”

For further information on Queensland Glass, visit www.queenslandglass.com.au
For more information on Soft Tech, visit www.softtech.com

HERMECO ANNOUNCE THE LAUNCH OF THEIR NEWLY RENOVATED SHOWROOM

Rather than a standard showroom set-up, the new showroom has been designed to showcase Thermeco products within a home dining and living area setting.

On display are many of the Thermeco aluminium profiles, including stacking and bi-fold doors. In addition, international window systems, including steel and brass profiles from Secco, Italy, and minimal window design leaders, KELLER minimal windows®, Luxembourg, are also on display.

Large Secco galvanised steel fixed panels and French doors lead into the dining room. Due to the physical and technical properties of steel, strong thin and high-performing profiles can be obtained allowing for maximum versatility in the design, while reducing the visual impact.

With large glass lights, modern contemporary style and minimal frames, the Secco steel display showcases the beauty and elegance that steel windows and doors can achieve.

In the living area, a 4.8 x 2.8 metre, 220 kg, two-panel KELLER minimal windows® sliding door, which slides open with ease, is the main attraction. The large scale, frameless double-glazed sliding windows and doors in insulating glass allow comfortable, easy-action and silent opening and closure of the thermally broken transparent surfaces."

For more information, call 03 9763 1089, contact windows@thermeco.com.au or visit the showroom at 15 Kelletts Road, Rowville, Victoria.

Follow Thermeco on social media: @thermeco #thermeco

DECO ACQUIRES NEW MANUFACTURING FACILITY

Australian owned DECO (Decorative Imaging Pty Ltd) acquired a new manufacturing facility on Airds Road in Minto, New South Wales, in late 2018.

The new facility, which was previously operated by metal finishing specialist Impreglon Australia Pty Ltd, is now the new permanent home for DECO.

DECO founder and director Ross Doonan said he believes DECO’s new facility will support the further expansion of the rapidly growing family-owned manufacturing business.

“We acquired this facility to enhance DECO’s ability to offer higher standards of quality and service, and to offer a wider range of surface finishes and protective coatings for both architectural and industrial applications.”

DECO is well known for its extensive range of Qualicoat approved DecoWood woodgrain finishes on aluminium, as well as their wide range of DecoWood products, such as DecoClad, DecoDeck, DecoBatten, DecoSlat and DecoSplash aluminium splashbacks.

DECO Industrial is the newest line of aluminium treatment solutions and protective metal coatings. The company now offers a variety of pre-treatment and finishing processes, including anodising, hard anodising, e-coating, Teflon coating, thermoplastic coating, Cerakote ceramic coatings and powder coating.

DECO relocated all their business operations to the new site in January 2019.

ARCHITECTURAL AWARD WINNING PROJECT WITH AN ENVIRONMENTALLY CONSCIENCE AIRFLOW SOLUTION

In 2018, Architecture Kōen won an Educational Architectural Award in the Queensland Architecture Awards for the Springfield Anglican College Year 1 Classrooms. As part of this project, new and existing windows were specified to be interactive with the HVAC system.

As designers, manufacturers and distributors of quality automation solutions for windows of all styles and sliding doors, Kintrol’s Kbuss system was selected for this project.

The Kintrol® Kbuss system is smart - providing an environmentally conscience airflow solution and convenience to the classrooms. When air conditioning is switched on, the windows close automatically and lock to stop them from being opened.

A manual switch installed in each of the classrooms allows individual room operation - providing there are no conflicts with the HVAC and/or timer. A second operation, provided by a touch screen, enables viewing and minor operations including on board security code for operation or adjustment, and function scheduling. The system also contains an ‘auto close’ for building shutdown in the evening, and individual room switching permitting timed operation out of hours.

In addition to these features, the Kintrol® Kbuss system is capable of monitoring the environment and reacting when required. In the event of a smoky external fire, windows can automatically close to prevent the spread of fumes. If it becomes too hot inside, windows can automatically open to increase ventilation. If windows are left open when leaving a building, windows can be set to close when movement is detected outside. Kintrol® automated windows can also be set for rain, strong winds, temperature drops, smog, hail, or even for a specific time.

The new world class Kintrol® Net WiFi Kbuss system is Australian designed and manufactured. Based on plug-n-play technology, this system features onsite viewing as well as offsite viewing and interaction from anywhere in the world with high level security protocols.

Kintrol® automated windows and doors provide easy to use, convenient, environmentally conscience airflow solutions and lifestyle options to residential and commercial buildings with the latest advances in design and technology. For more information, call 07 3390 1955, email sales@kintrol.com.au or visit www.kintrol.com.au

AWA-AGGA WELCOMES NAYAN DAS

Welcome Nayan Das to the AWA-AGGA team. Nayan has taken the role of Technical Officer and will be providing support in the areas of technical, engineering, sustainability and accreditation. He comes to us with a Masters Degree in Structural Engineering and a Bachelors Degree in Civil Engineering and is very keen to learn more about windows, glass and what we do here as an Industry Association. We asked Nayan a few questions to introduce him to the membership.

Why did you choose this career path?
I have always had a fascination with how building materials behave and combine to keep structures safe and stable. Being a son of a civil engineer, I have always observed my father working at various construction sites. He has been an inspiration for me to work hard and do what I am doing now.

What is the most rewarding part of your job?
I believe education without giving back to the society is of not much value. Being able to apply the theoretical knowledge learned at university in delivering services to the window and glass industry is the most satisfying part of my current role.

Do you have any hidden talents?
Ahem! I can solve 3 x 3 Rubik’s cube and cook a moderately good Fish Curry!

What is your favourite movie?
‘The Lion King’ – portrays the journey of life and the hardships in-between. I love the phrase – “Hakuna Matata” which means no worries!

What are your favourite travel destinations?
Oh! I believe I live in one of the best places in the world, Sydney! However, there are a couple of other places I like to visit. Meghalaya is one such place. Located in the north-eastern region of India, it is the wettest place on the planet, has the oldest living root-bridge in the world and Asia’s cleanest village. Soon, I do have a plan to visit New Zealand for its scenic beauty and hobbit homes.

What is your favourite quote or motto?
“If you want to walk fast, walk alone. But if you want to walk far, walk together.” Ratan Naval Tata.
A passion for timber and a curious mind are two essential features required to create and lead a timber joinery for over 21 years. Michael Brookes is the owner of Evolution Windows - a joinery company that is proud to create quality timber and aluminium windows and doors that customers love.

Michael fell into the industry years ago when he made a career change and started working for a large window company, becoming the factory foreman after just 18 months on the team. With ideas for an acoustic product, required for the initial noise reductions programs across Sydney, Michael set out on his own and has not looked back.

The company, then known as Noiseshield, came from humble beginnings with Michael completing every facet of his first product - design, purchase, assembly, delivery and invoicing.

This is a long way from the Evolution Window Systems of today where Michael leads a team of over 55 employees - 20 of which are involved directly with timber, lead by his son, Rhys Brookes.

“Last year, we decided to move timber out of the shared premises with the aluminium team, and up the road to a dedicated location,” explains Michael. “This transition included a complete revamp of the old established layout that had fallen into place over the years. The team were consulted on workshop layout and a scale model was designed to ensure no facet was overlooked (a timber model of course).” The result was a LEANer workshop flow and the centre piece, a sensational 5-axis CNC HOLZHER, fondly named Heidi!

The team at Evolution are multi skilled and very loyal and supportive of the business. The high end architectural market provides some of Evolutions key clients. “Among our most satisfied and loyal clients are exceptional building companies like Melandra Homes, owned by Jeff Manwarring,” explains Michael. “Melandra Homes build to the highest quality and only align themselves with like-minded suppliers. Builders like Jeff allow us to design and create unique timber windows and doors that are simply stunning.”

Many things have changed in the industry over the years but the beautiful smell of cedar and the impressive, sleek lines of timber windows and doors are still just as stunning as they have always been. “Nothing beats a well-built door that is robust, functional and also beautiful in design,” explains Michael. “Your doors greet your guests and they reflect the owners’ taste and eye for beauty as well.”

After 12 months in the ‘new’ location, Evolution are undertaking a review and update of the machinery and lay out to further improve productivity and process flows. “We thrive on the opportunity to create custom timber windows and doors that others may shy away from – we love a challenge,” says Michael. “The results are stunning and our clients keep coming back time and time again. As Sales Manager leading the team, Rhys is the next generation to take the ‘dark art’ into the next phase of business growth.”

For more information, contact Evolution Window Systems on 02 9833 0855 or visit www.evolutionwindows.com.au

01 Melandra Homes, Wentworth Falls, New South Wales.
02 Evolution’s 5-axis HOLZHER PRO-MASTER 7225 CNC machine, a.k.a. ‘Heidi’.
03 Michael Brookes, Director.
04 Rhys Brookes, Sales Manager, Timber.
05 Workshop: Trellis construction.
06 Trellis installation.
Our range of manifestation motifs have been made to satisfy and comply with AS1288.

The manifestation motifs are manufactured from high quality self-adhesive raw materials specifically designed for the glass and glazing industry.

Our motifs are cut, weeded and laminated with paper application tape making them easy to remove and apply every time.

- Our range of industry Standard Motifs are designed to save you money by buying bulk rolls that can be used to make up various lengths with minimal fuss.
- With a wide range of designs, means you have real options to meet your customer’s needs and expectations.
- Cut from high quality white synthetic stocks, hand weeded with application tape for easy application.
- Supplied in easy to apply rolls of 50 metres per roll.
With timber, the design possibilities are almost unlimited, whether looking to retain a home’s original style or reimagine it. Trend’s latest release, the Botanica Timber series of windows and doors, has been introduced for those who value the texture and tactility that only timber brings. As a building material, it complements concrete, stone, ceramics, or bricks, making it the ideal choice for any project, whether it’s a timeless classic or a more contemporary design.

As well as adding style, high-performance Botanica windows and doors enhance the home’s liveability by improving the comfort and the usability of a space all year-round. While the flexibility to create a sense of openness and space is highly valued during the summer months, the ability keep the warmth in and the cold out is just as important in the colder months. The combination of Trend’s energy efficient glazing options and the natural insulating properties of timber, make Botanica the most energy-efficient windows and doors available, ensuring year-round comfort.

Mike Palin, Trend Product Development and Technical Manager, said Botanica has been specifically developed to complement Australian living and blur the boundaries between inside and outside. “With the ability to achieve taller and wider door and window openings you can create an immediate relationship with the outdoors, allowing cross ventilation and natural light, enhancing the sense of being surrounded by nature. To fully embrace this way of living, the Botanica series has a bushfire rating of up to BAL29, certified to perform to the Australian Standard requirements,” he said.

To allow you to set your own trend, the Botanica Timber series offers 13 different products, each available in either Cedar and Meranti. To ensure safety, Trend also offers two Grade A safety glass options, toughened glass and laminated glass, offering greater security against accidental injury, attempted break-ins and severe weather conditions. All products in the Botanica Timber series can be viewed at select Trend interactive customer showrooms.

For further information, visit www.trendwindows.com.au

DS1 CHAINWINDER

The Doric DS1 Chainwinder is the most durable single window winder in the market, complete with innovation. Delivering a solution to the growing trend of awning openings, this revolutionary product is the ultimate in window control and has changed the way in which awning windows are specified.

As the industry leader, the DS1 Chainwinder allows for easy operation and installation in a secure key lockable configuration. Combined with a stylish and easy to use slim fold down lever, this product delivers ultimate window control.

Designed for residential and commercial settings where awning openings are often found, the DS1 Chainwinder can be pre-restricted in order to comply with the NCC and to meet the window restriction requirements for Kids Don’t Fly.

For more information, visit doric.com.au or call 02 9609 2555.
Lincoln Sentry is excited to commence the distribution of the Thermoseal range exclusively into the Australian market as part of their partnership with Thermoseal Group. As the United Kingdom’s leading supplier of insulated glass systems, Thermoseal Group have acquired an impressive list of accolades. Most recently, they were awarded the ‘Customer Care Initiative of the Year’ award at the glass and glazing industry’s prestigious G18 event in the United Kingdom.

Thermoflex™ is one of Thermoseal’s première products and is used to create an airspace within an Insulated Glazed Unit (IGU) using exceptional technology to minimise energy loss through windows. Featuring ‘Warm Edge Technology’, the Thermoflex™ warm edge spacer is a pre-desiccated flexible foamed spacer system with a gas diffusion barrier that helps minimise gas and heat loss/gain from the edge of the unit. Thermoflex™ elastomeric silicone foam spacer is superior to EPDM products offering better UV stability and longevity within a sealed unit. The Thermoflex™ silicone also has a lower thermal conductivity value than EPDM and is certified phA+ by the Passive House Institute (PHI).

For more information, contact Lincoln Sentry on 1300 551 919, email online@lincolnsentry.com.au or visit www.lincolnsentry.com.au

Large sliding doors are ideal for letting in natural light and are increasing in popularity as an architectural feature. As the demand for large openings increases, Anthony Innovations is committed to continued product development as well as industry evolution by providing the door and window industry with high performing door rollers. Anthony Innovations introduces its latest design, the 8000 Series roller which has a best in class load carrying capacity of 160 kg per roller.

“The 8000 Series can move panels of up to 320 kg in weight. Whilst our 7000 Series is ideal for panels of up to 200 kg, the 8000 Series can be used to upgrade current systems allowing increased panel weight capacity and reduced force requirements when moving the panel,” says Adrian Jarvis, Senior Project Engineer at Anthony Innovations.

The 8000 Series takes over where Anthony Innovations’ 7000 Series left off. Carrying more weight than its predecessor and other products in its class, the 8000 Series features an increased adjustment range therefore allowing flexibility in system design and installation.

“The 8000 Series Roller is applicable for all types of systems and materials within its specified weight capacity. With the ability to customise mounting tabs and add spacers to the housing, the 8000 Series is a very adaptable product which allows for design freedom. Precision bearings are standard across the 8000 Series range with options of CNC machined polymer or stainless steel tires, as well as complete stainless steel housing and componentry, making the 8000 Series perfect for all corrosive environments,” remarked David King, International Sales Manager.

For more information, contact Anthony Innovations on sales@anthonygroup.net or visit www.anthonyinnovations.com.au/product/8000-series/
A NEW ERA FOR HARDWARE

As part of an international group focused on manufacturing and supplying products exclusively into the fenestration industry, the SchlegelGiesse product portfolio extends far beyond the supply of seals and gaskets. The size and scope of the wider group provides access to a product range specifically designed for every type of window or door, regardless of configuration, material or performance requirements.

In an ever-changing market, this is vital to staying relevant in all sectors of the industry, not least the rapidly growing uPVC sector. SchlegelGiesse’s range of Fab&Fix hardware, sourced from sister company ERA in the United Kingdom, allows them to do just that by offering multipoint locks, stays, cylinders, restrictors, hinges, handles and all other accessories for both uPVC and timber applications.

The uPVC sector is relatively new in the Australia/New Zealand market, but is growing rapidly, and SchlegelGiesse are ideally placed to provide solutions for this new market. ERA have a history spanning 180 years in the fenestration industry in the United Kingdom, a market, which for the past 30+ years, has been dominated by uPVC systems.

For more information on the complete range of uPVC compatible hardware, please contact your local SchlegelGiesse Sales representative or visit www.eraeverywhere.com or www.schlegelgiesse.com

ACHIEVE FREEDOM WITH THE ZL2

The desire to keep insects out has made the use of flyscreens a requisite of residential design in Australia. Retractable screens fitted to bi-fold, sliding and French doors have been the go-to product to protect against mosquito bites and flies spreading germs, while still allowing fresh air in without losing the view.

Freedom Screens Australia Pty Ltd has been manufacturing retractable insect screens for 20 years and are committed to ongoing research and development to keep pace with their customers’ needs. Freedom Retractable Screens are one of the most innovative and structurally solid in the market today, whilst still maintaining a design-led aesthetic.

Freedom Screens excel with their capacity to screen larger areas unachievable by other companies. Freedom Retractable Screens produce a retractable screen which can span 13 metres while still being resistant to wind blow-outs.

The new ZL2 screen has a low profile 12.5 mm bottom track and can be either retro-fitted or completely recessed for new builds and renovations – and is compatible with any door system.

Also unique to the ZL2 is the patented brake system enabling the screen to stop safely in any position along the track, eliminating unsafe springbacks.

Freedom Retractable Screens’ nation-wide team of highly-trained distributors will assist with screen selection and measure, install and service screens to enable many years of trouble-free operation.

For information, call 1300 727 336 or visit www.freedomscreens.com.au
2019 MEMBER INFORMATION SESSIONS

T he first of the 2019 AWA-AGGA State Information Sessions ran in Adelaide, South Australia on 5 February, 2019. The session was well attended by 23 members who gathered to meet CEO Clinton Skeoch and to hear the latest news on the AWA-AGGA merger and what this means for members and their businesses.

AWA-AGGA Limited combines all the strengths of the previous Australian Window Association Incorporated (AWA), Australian Glass and Glazing Association Incorporated (AGGA) and its state associations into a new, larger and more capable industry body, focused on delivering exceptional value to members in the glass, glazing and window industries.

It is an exciting time and the merged team is focused on delivering representation, communication, accreditation, sustainability, leadership, training and other member benefits as we move into the year ahead.

Five more State Information Sessions will run around the country in the first quarter of 2019. They are also designed to provide members with an educational experience as we communicate the latest technical updates on the National Construction Code, Australian Standards on glass, bushfires and acoustics, and the new WERS 2.0.

By attending these events, members can gain two CPD points.

Also scheduled into the program is ample time for feedback and discussion on members’ questions and thoughts.

The two hour formal program is then followed by networking drinks and canapés providing a relaxed opportunity for you to meet new members and catch up with some familiar faces.

- **Tasmania**
  1:00 pm - 4:00 pm, Thursday, 7 March, The Grange Meeting & Function Centre, Campbell Town, Tasmania.

- **Victoria**
  3:00 pm - 6:00 pm, Tuesday, 12 March, Holmesglen Conference Centre, Holmesglen, Victoria.

- **New South Wales**
  3:00 pm - 6:00 pm, Thursday, 14 March, Bankstown Golf Club, Milperra, New South Wales.

- **Western Australia**
  3:00 pm - 6:00 pm, Tuesday, 19 March, The Swan Yacht Club, East Fremantle, Western Australia.

- **Queensland**
  3:00 pm - 6:00 pm, Tuesday, 26 March, Virginia Golf Club, Banyo, Queensland.

Join us and be involved in this exciting evolutionary phase of your Association.

For more information or to register your interest, visit [www.awa.org.au/events/category/state-information-sessions](http://www.awa.org.au/events/category/state-information-sessions)

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**FENESTRATION DIPLOMA: CONGRATULATIONS MICHELLE PRICE**

C ongratulations to the recent recipient of the AWA-AGGA Limited FENESTRATION DIPLOMA™; Michelle Price from Dowell Windows.

The FENESTRATION DIPLOMA™ and FENESTRATION MASTER™ programs have been developed to provide a pathway for recognition of both knowledge and industry involvement of members.

These are individual programs that provide training in all aspects of the industry.

The FENESTRATION DIPLOMA™ is the first step in the recognition process with progress to FENESTRATION MASTER™; the ultimate accolade. FENESTRATION MASTER™ is currently under development and will be released in 2019.

To be eligible for the award of the FENESTRATION DIPLOMA™ the applicant must hold an industry-relevant Certificate III or university qualification; or have worked full time (or part-time equivalent) for two years in the industry. The training itself is based on a points system and the exam includes content and concepts from Standards as well as training module content. The exam must be undertaken within three months of the completion of the required training.

For more information or to register your interest, please contact AWA-AGGA on 02 9498 2768 or email training@awa.org.au

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**FENESTRATION DIPLOMA™**

29 November 2018

**STANDARDS, REGULATIONS & ENERGY**

Canberra, Australian Capital Territory

Tim Prouting-Smith (Architectural Window Systems); Jenny McCarron (Country Style Windows); Sharon Coleman (Dowell Windows); David Ackland (Fenestration Solutions Australia); Liz Johnson, Colin Lamrock, Trent Wright (Glassplace); Simon Croft (Housing Industry Association); James Shankland (Integra Windows and Doors); Raegan Brown, Tom Lavett (Monaro Windows); Roland Rode (O’Brien Glass); Karen Porter (Solace Creations); Peter Cheng, Michael May, Jason McLaren, Brad Taylor (Taylors Window Supplies); David Lamborn (Windowline).

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**AWA-AGGA TRAINING**

29 November 2018

**STANDARDS, REGULATIONS & ENERGY**

Canberra, Australian Capital Territory

Tim Prouting-Smith (Architectural Window Systems); Jenny McCarron (Country Style Windows); Sharon Coleman (Dowell Windows); David Ackland (Fenestration Solutions Australia); Liz Johnson, Colin Lamrock, Trent Wright (Glassplace); Simon Croft (Housing Industry Association); James Shankland (Integra Windows and Doors); Raegan Brown, Tom Lavett (Monaro Windows); Roland Rode (O’Brien Glass); Karen Porter (Solace Creations); Peter Cheng, Michael May, Jason McLaren, Brad Taylor (Taylors Window Supplies); David Lamborn (Windowline).

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<td>INFORMATION SESSION</td>
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<td>22-25 May</td>
<td>China Glass 2019</td>
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THE COLONIAL ADVANTAGE

1: YOU QUOTE THE CUSTOMER.
2: YOU ORDER FROM CCS, WE MAKE THE DOOR & DELIVER TO YOU.
3: YOU INSTALL THE DOOR ON SITE.

Easy!

Oversized Security
(H) 2120MM
X (W) 870 TO
(H) 2500MM
X (W) 1300MM

Security Door
UP TO (H) 2120MM
X (W) 870

Design Select
UP TO (H) 2500MM
X (W) 1300
WITH GRILLE

Our High Security Range

Stainless Steel Mesh
Punched Mesh
Restricted View

The Quality you Expect - Lifetime Warranty

Dynamic Impact
Test Passed AS1039.2-2002 Impact Test

Knife & Shear
Test Passed AS1039.2-2002

Pulling & Jemmy
PASSES JEMMY TEST

www.colonialcastingssecurity.com
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NSSA WELCOMES

PROUD CONTRIBUTORS TO THE NSSA DEVELOPMENT FUND
NSSA members share how they promote awareness of the National Security Screen Association day to day.

**GET REAL SECURE**

Adam Dixon, Owner

LOCATION  
Stafford Heights, Queensland

WEBSITE  
www.getrealsecure.com.au

PROMOTION  
Vehicle wrap

Adam Dixon from Get Real Secure in Brisbane, Queensland, recently updated the signage on his vehicle, and now promotes the NSSA everywhere he goes.

“Being an NSSA member is just another way of setting myself and my business apart from others. It adds credibility, and gives my customers confidence that I’m going to do a professional job,” says Adam.

**MIZA HOME SECURITY**

David Lloyd, Owner

LOCATION  
Eight Mile Plains, Queensland

WEBSITE  
www.mizasecurity.com.au

PROMOTION  
Car and direct mail flyer

“Since joining NSSA, I’ve been progressively adding the NSSA logo to all of my marketing. I’ve re-signed my vehicle, and have added the logo to printed items, like my letterbox drops. Promoting the NSSA shows people that I am a professional and that I keep up to date with what’s going on in my industry,” says David.

**AMPLIMESH SECURITY SCREENS**

Jack Ryan,  
National Market Manager - Security Screens, Amplimesh Security Screens, Capral Aluminium

LOCATION  
National

WEBSITE  
amplimesh.com.au

PROMOTION  
Brochures and signage

“Co-branding with the NSSA emblem is simple yet provides assurances and gives credibility to the end client that you are a supplier / installer of best practice in our industry,” says Jack.
Here is a quick snapshot of how we have been making the most of our membership:

• **Networking.** We have made valuable connections within the security screen industry through attending NSSA meetings, NSSA forums and the Fenestration Australia conference.

• **Education.** The information made available through the Industry Forums, Key Messages and talking with others within our industry has been invaluable.

• **Marketing.** The resources made available through the NSSA have helped us to position ourselves as trusted experts within our industry. We have used the NSSA logo on social media platforms and on our vehicle signage.

• **Free editorial!** We were so proud to see our work and business name in the glossy pages of the Fenestration Australia Magazine.

• **Social Media.** Using Instagram to educate consumers. Facebook is a great platform to connect with current and potential customers.

Check out some of the members who featured in the Fenestration Australia Magazine and Design Awards Magazine as entrants to the inaugural NSSA Design Awards – make sure you get your entry in this year!

**ABSOLUTE SECURITY SCREENS & BLINDS**
LOCATION: Kallangur, Queensland
WEBSITE: www.securityscreensandblinds.com.au
PROMOTION: Social media: Facebook and Instagram

**WARRAGUL SCREENS & GLASS**
Katrina & Greg Adlington, Owners
LOCATION: Warragul, Victoria
WEBSITE: www.warragulscreens.com.au
PROMOTION: Membership, training and accreditation certificates

“When we purchased Warragul Screens & Glass nine years ago it soon became apparent to us that being a part of an industry association was important. We were already a part of the Australian Glass & Glazing Association, so we called up the NSSA, but they couldn’t help us as they were only based in Queensland. So when it was announced that the NSSA was going national, we jumped straight on it and signed up.

Since then, we have undergone two accreditation audits, attended an Industry Forum and, last year, four of our staff (including ourselves) completed the Standards & Regulations training course.

In our area, we have a lot of ‘backyarders’ that think they know what they are doing and claim to our customers that they are selling the exact same product. But when they come into our showroom and see the NSSA certificates and membership they know that they are getting a superior quality product that has been tested and that we are backed by an Association so they know that their money is safe with us.

The NSSA is an important part of our business moving forward as it allows us to always know what is happening in the industry, giving us the opportunity to be ahead of our competition,” says Katrina.
EXCLUSIVE
FIRST LOOK AT VICTORIA’S RENOVATED PARLIAMENT HOUSE
Victoria’s Parliament House was constructed between 1855 and 1929 and has recently been expanded to accommodate Members of Parliament - with new offices having operable windows and a view out onto either the courtyard or gardens.

Recently completed, the new building has been designed with sustainability in mind and incorporates a range of measures to boost its sustainability attributes. The interiors will have an equivalent 6-Star Green Star rating and there is a strong focus on sourcing materials locally in Victoria. Security is also paramount.

IntrudaGuard®, a newly designed perforated aluminium security screen system from Capral Aluminium, was selected as the security screen. “We perforate and powdercoat IntrudaGuard® in Melbourne and all the aluminium extrusions for the framing are extruded locally,” says Jack Ryan, National Market Manager - Security Products, Amplimesh Security Screens at Capral Aluminium. “Tested product, visibility, light transmittance and ventilation were all big factors and that is where IntrudaGuard® stepped-up to meet the brief.”

AUTHORISED DEALER
Strong Ox Australia

PRODUCT
Amplimesh IntrudaGuard®
SAFETY FOR THEIR LITTLE CLIENTS IS A TOP PRIORITY

Kidz Magic in Capestone, Mango Hill, is located on the northside of Brisbane. It is a family based childcare centre where children have access to a high quality, inclusive early childhood education.

With safety and durability the priority for this project, it was important for the architects to specify the highest quality products, with proven long-term performance.

The centre had a unique set of requirements and to fulfil these, the security screens were custom made, something that Prowler Proof specialises in.

The first requirement was to ensure the safety of the children, preventing them from opening and closing the screen doors themselves. All handles were positioned at 1420 mm high, out of reach of little hands, but still accessible for the centre staff and parents.

The next requirement was for maximum visibility for centre staff, to allow them to keep a close eye on everyone both inside and outside, and for parents to spot their children at pick up time. Prowler Proof ForceField® was chosen as it provided maximum visibility and long term durability. ForceField’s stainless steel mesh also has no footholds, so children cannot climb up it, another safety benefit.

The final requirement was ventilation. As the children play indoors for large amounts of time during the day, and also sleep in some of the rooms, ventilation was extremely important. ForceField’s open area of 42.5 per cent allows for maximum ventilation, allowing the breeze to blow in and reduce the centre’s requirement for air-conditioning.

Prowler Proof’s ForceField® screens were used on all of the doors in the play areas and all of the windows in the nap rooms, creating a safer place for the children and staff.

For more information, call Prowler Proof on 07 3363 0666 or visit www.prowlerproof.com.au

SYSTEMS
Prowler Proof ForceField®

ARCHITECT
Jardine Architects
MEETING THE CHALLENGE: COPLICK’S AMENITIES BLOCK

PROJECT CHALLENGES
- Short end sides are tapered at 5 per cent to match the roof line.
- Each end of the tapered screens had to be notched to allow for the 330 mm by 160 mm beam that runs the full length of the amenity block.
- Short installation time frame.
- Lead contractor working with a very tight budget.

PROJECT INITIATIVES
- To reduce manufacturing and site installation times, all angled screens were 3D modelled.
- From the 3D model, modified corner stacks were developed with the mathematical files provided to a CNC machining company.
- Assembly and cut list drawings (for both frames and mesh) were also developed from the 3D models for the production shop floor.
- A new saw jig was developed to allow for the cutting of the frame at angles, such as 42.5 and 47.5 degrees.

Not every job is straightforward or easy, and this was certainly the case with the amenities block at the Coplick Family Sports Park, Gold Coast, Queensland.

Faced with various challenges, such as a tapered roof line, a beam that ran the length of the amenities, and a short installation time frame, GoldCo Security Group knew that a typical four-sided security screen was not an option.

Based on 3D modelling, GoldCo Security Group developed six-sided screens with custom made CNC corner stakes - machined to the correct angle to ensure a perfect secure fit, to the millimetre.

GoldCo Security Group selected Amplimesh SupaScreen® for this project. “The client wanted light transmittance, and as the project was commercial and public works in nature, the product had to stand up to all the elements, 24/7,” explains Anthony Bialocerkowski, Director at GoldCo. “The project shows our ability to adapt to custom situations - especially in a commercial or residential scenario.”

Amplimesh SupaScreen® uses 316 high-tensile marine grade wire, providing ventilation with anti-vandal properties. Amplimesh SupaScreen® also has a 16-year market leading warranty ensuring the property is protected for many years to come.
01 Coplick’s amenities block after installation.
02 Coplick’s amenities block before installation.
03 Close up of the custom angled frame encompassing the support beam.
04 Scale drawing of six-sided screen panel.
05 3D models of corner stacks.

SYSTEMS
Amplimesh
SupaScreen® 316
Marine Grade Stainless Steel Mesh

AUTHORISED DEALER
GoldCo Security Group
CLIENTS BUSTA TANTRUM?

ELLiot Epstein
CEO, Salient Communication

Bullying is not restricted to the shenanigans in Canberra and dummy spits are not confined to the tennis court.

Clients – yes, the lovely people who buy your amazing products and services, are also susceptible to unconscionable behaviour, including:

• Yelling abuse at account managers who are unable to break the laws of physics to fast track an order.
• Threatening to ‘never, ever buy from you again’ if you don’t give them what they want – yesterday.
• Playing power games as in, ‘I had lunch with your boss last week. She would not take kindly to your handling of this. Don’t make me call her to approve one lousy additional discount.’
• Internal politics – ‘There are three other departments in here who all buy from you.’
• Playing the sales person off against the technical guru - ‘I don’t care what he’s claiming he said – If we knew that, we would have updated the software’.

Let’s be clear. If you have genuinely made a mistake or demonstrably failed to deliver a well-documented promise, then you’d best get the coffee out to stay back until 2 am to fix it.

However, many of these behaviours are considered by clients as simply robust negotiation (or are designed to make themselves feel good because of their own shortcomings).

It is perfectly acceptable to ‘take one for the team’ but with the emphasis on one.

It is also reasonable to help a client out, especially when it’s unforeseen or when it will be genuinely appreciated.

But there is no reason for you, your colleagues or your manager to be subjected to the toys being violently and unprofessionally thrown out of the cot.

It’s a racket that should be broken.

Appeasement wasn’t a great strategy in 1938 and it’s not an appropriate response in 2018.

Does your leadership say, ‘Just give them what they want’, regardless of the circumstances or how unprofessionally you’ve been treated?

Do your leaders say, ‘Look, I know he’s a pig, but he spends a lot of his budget with us?’ Or do they pick up the phone with one of the following:

1. Bob, we really value our relationship but our account management team don’t deserve to be yelled at regarding a delivery issue.
2. Bob, we negotiated the price based fairly on the volume you’re purchasing. Why are you giving our Account Director such a hard time?
3. Bob, our engineers were up till midnight working on your new high tech security system. I don’t appreciate threats to cancel the contract, simply because someone forgot to order the windows. We both know we’ll meet the deadline.

The client persona is often depicted as a serene benefactor bestowing their gifts, but we shouldn’t be afraid to call out behaviours that are demonstrably unprofessional.

Leaders, you are elevated in the chair overseeing the court of account management.

There’s only one reason why client code violations need to be called out.

Your people are worth it. Game. Set. Match.

Elliot Epstein is a leading Australian sales expert. For more information, visit www.salientcommunication.com.au

TAKING AN OBJECTIVE LOOK AT YOUR BUSINESS

TIM REID
Small Business Big Marketing

This morning I walked into one of my local coffee shops for a morning caffeine hit. It’s not a cafe I frequent regularly, probably once a month, but they make good coffee and they use good quality soy (yes, I’m one of those).

Waiting for my latte, instead of flicking through the daily newspaper flipped on the table, I had good look around at the walls, the benches, what was behind the counter. And I noticed something.

There were some interesting historic photos of the local area hanging on the walls, but they were all crooked. There’s a Hessian bag in the corner, for some kind of kitsch effect, but it had a pile of junk mail perched on top. The counter top was dusty, there were chips in the paint on the walls and plastic picture hooks without pictures hanging from them.

As business owners and marketers, we often get so used to these minor imperfections that we start not to see them. We get complacent, we notice them in the beginning, promise to fix them, then never do, then we just forget about them and accept them.

Try to take a look at your business with fresh eyes. Put some time aside once a month to look at your business objectively and ask yourself, ‘What would Starbucks do?’ Or even better, open yourself up to be critiqued – ask a family member, friend or a peer what they think. You may surprise yourself.

Find more marketing inspiration in Tim’s popular marketing text, ‘The Boomerang Effect’, which you can find at www.SmallBusinessBigMarketing.com
Freedom Retractable Screens Introduce
THE ZL2 INTEGRATED SYSTEM

- An innovative new retractable insect screen system which can be completely built into the wall cavity
- If you are building or renovating you can achieve a seamless look while keeping the insects out and letting the air flow in
- Compatible with most door systems
- The system incorporates Freedom’s innovative ZL2 retractable insect screen
- Patented braking system allowing you to stop the screen at any point along the track
- Fully anchored mesh using Freedom’s zip system to prevent wind blow-outs in breezy conditions.

CALL 1300 727 336 for your local distributor
e sales@freedomscreens.com.au or visit www.freedomscreens.com.au
2019 Industry Forums & Training Courses

The NSSA is proud to present its 2019 series of industry forums and training courses for the security screen industry.

New South Wales
Thursday, 21 March, 2019
Mercure Sydney Parramatta
7:30 am: Industry Forum & Networking Breakfast
10:00 am: Intermediate Installation Course

Victoria
Thursday, 4 April, 2019
Canterbury International Hotel, Melbourne
7:30 am: Industry Forum & Networking Breakfast
10:00 am: Intermediate Installation Course

South Australia
Thursday, 11 May, 2019
Adelaide Rockford Hotel
7:30 am: Industry Forum & Networking Breakfast
10:00 am: Intermediate Installation Course

Queensland
Thursday, 16 May, 2019
Novotel Brisbane Airport
9:30 am: Intermediate Installation Course
5:00 pm: Industry Forum & Networking Drinks

Western Australia
Thursday, 23 May, 2019
Novotel Langley Perth
7:30 am: Industry Forum & Networking Breakfast
10:00 am: Intermediate Installation Course

Book Now

Registrations for forums and training are essential. Places are limited. To secure your place, visit www.nssa.org.au/events
Industry Forums

Due to the success of the NSSA state industry forums in 2018, forums are back for 2019!

Our forums create a platform for members to come together to network, discuss key issues facing the industry and provide feedback on the Association and growth of the industry.

Our national forums are a fundamental part of our Association, providing members with:

- Essential industry related news, updates and information.
- An open environment to identify and share issues.
- An opportunity to discuss and solve challenges in our industry.
- A great place to network and build our community.
- Meet, collaborate and network with NSSA members, small to medium business owners and industry leaders.

Get involved and book now.

Training Courses

The NSSA training program was launched nationally in 2018 with the AFTI face-to-face training course on Standards & Regulations. In 2019, N SSA will run the AFTI full day workshop, Intermediate Installation - Security Screens.

This interactive full day course will include an in-depth look at installation, materials and hardware, and will include videos on installation, on-site installations, testing and problems that may occur on the job. This course will cover:

- National Construction Code
- Australian Consumer Law
- Security Screen Standards
- Materials
- Fabrication
- Installation
- Licensing Requirements

Places are limited, enrol now.

Pricing

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Places are limited. Register now: www.nssa.org.au/events
FOUR GREAT REASONS to become a member of the NSSA

1. BE PROTECTED
   - Reduce your legal exposure by keeping up to date with technical, regulatory and compliance information.
   - Gain access to NSSA’s mediation services.
   - Be part of our third party accreditation program which includes NATA accredited independent auditors.

2. HAVE A VOICE
   - The NSSA is a member focused Association. We are here to represent you and your business.
   - Have input into standards, practices and legislation through regular state industry forums that discuss key issues and provide an opportunity for feedback.
   - The NSSA works to increase awareness of the importance of compliant, tested security products and installation among consumers and the building industry.

3. GAIN KNOWLEDGE
   - The NSSA provides training, technical information and notice of regulatory industry changes.
   - Attend the annual national conference and exhibition, and state and territory member forums.
   - Read the quarterly magazine, Fenestration Australia, and our monthly e-newsletter – packed full of industry relevant information to keep you up to date.

4. SAVE TIME
   - You’ll have access to a variety of compliance tools for your business.
   - Utilise the range of members-only marketing tools to promote your business.
   - We’ll keep you informed about technical and state licensing requirements.

For further information on how to become a NSSA member, please contact the NSSA Secretariat on 02 9498 2768 or email claudene@nssa.org.au
In this edition, our NSSA young member is Aaron from Warragul Screens & Glass in Warragul, Victoria.

Tell us a little about Warragul Screens & Glass and your role.

My role varies a lot as I build and install screen doors, fly screens, shower screens and other glazing items. Warragul Screens & Glass has been going for nearly 30 years and we are getting busier every year with all of the new development going on in the area.

How long have you been with Warragul Screens & Glass?

I have been with Warragul Screens & Glass since I was 14. I used to come in after school and on school holidays and I would make up fly screens. I’m now 21, so that would make it seven years. After I finished high school, I started working full time and I’m completing my Glazing Apprenticeship (which is almost done!)

What is the most challenging part about your job?

I don’t find anything really challenging. The odd job can be a little testing sometimes, but nothing we can’t work out.

What do you enjoy about the industry?

This industry is so big! And you always run into someone that does or has worked in the security screen door industry.

What has been your biggest achievement so far?

Working for the same company for seven years. There aren’t many 21 year olds that can say that! I think once I complete my apprenticeship that will also be a great achievement.

What motivates or inspires you?

I am motivated by happy customers. That sounds a little cliché doesn’t it? But it genuinely makes me want to work harder for the next customer!

Where do you see yourself in five years time?

I think I will still be here. Maybe in a leadership role of some sort. That would be fantastic!

Best quote to live by?

“You only live once. But if you do it right, once is enough.”

What does it mean to be part of the NSSA?

Being part of an Association is good. I know we sell quality items, but with the annual audits getting done you know that you are selling the best and knowing that you have a larger group of people behind the business you work for is even better.

Got a unique job installed? Get in touch with the NSSA to feature in the next edition of Fenestration Australia Magazine. Contact Claudene Damianakis at info@nssa.org.au

For more on East Coast Security Screens, visit www.eastcoastscreens.com.au

UNIQUE JOB
FROND OF GOOD DESIGN

Cameron at East Coast Security Screens, Sunshine Coast, installed this Decoview® Perforated Security Screen door, in the ‘Yucca’ design, in front of a timber pivot door late last year. This job also included an ingenious use of a Decoview® security screen as a pool pump cover door, in the ‘Palmy’ design.

NSSA MEMBER
Cameron Tilbrook
FABRICATOR
East Coast Security Screens
SYSTEM
Decoview®
LOCATION
Sunshine Coast, Queensland

02  FRONT FEATURE DOOR
DESIGN
Yucca
MATERIAL
2.5 mm 5052 H32 grade perforated Decoview® security screen
LOCK
Triple 8654 Lockwood lock
FLY SCREEN
Micromesh fibreglass
HINGES
Lockwood stainless steel

03  POOL PUMP COVER
DESIGN
Palmy
MATERIAL
3.0 mm 5052 H32 grade laser cut Decoview® security screen
LOCK
Triple 8654 Lockwood lock
HINGES
Lockwood stainless steel
## NSSA Calendar

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
<th>Location</th>
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<tbody>
<tr>
<td>21 March</td>
<td>INDUSTRY FOURM</td>
<td>Parramatta, NSW</td>
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<td>21 March</td>
<td>TRAINING: Intermediate</td>
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<tr>
<td></td>
<td>Installation Security Screens</td>
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<tr>
<td>4 April</td>
<td>INDUSTRY FORUM</td>
<td>Melbourne, VIC</td>
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<td>5 April</td>
<td>AusFenEx19: Early Bird</td>
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<td>Registrations Close</td>
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<td>11 April</td>
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<td>Adelaide, SA</td>
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<td>23 May</td>
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<td>Perth, WA</td>
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<td>27-29 August</td>
<td>AusFenEx19 Conference &amp; Trade</td>
<td>ICC Sydney, NSW</td>
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<td>Exhibition</td>
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## NSSA Welcomes

<table>
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<th>Company</th>
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<tr>
<td>EZY FIT DOORS</td>
<td>Malaga, WA</td>
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<tr>
<td>F&amp;C GLASS &amp; ALUMINIUM</td>
<td>Carrington, NSW</td>
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<tr>
<td>JMZ SECURITY DOORS &amp;</td>
<td>Clifton Springs, VIC</td>
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<td>SCREENS</td>
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<td>KARRATHA GLASS SERVICE</td>
<td>Karratha, WA</td>
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<tr>
<td>TILLIGERRY SECURITY</td>
<td>Tanilba Bay, NSW</td>
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<tr>
<td>DOORS AND SCREENS</td>
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</table>
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