



FLOOR COVERING
INSTITUTE
of AUSTRALIA

JULY, AUGUST & SEPTEMBER 2024

UNDERFOOT

NEWSLETTER



FCIA FEATURES ON THE UNDERLAY PODCAST

FEMALES IN FLOORING HAS
TWO INTERSTATE EVENTS

FCIA HOSTS DAY OF
FUN AT GOLF DAY

FCIA WELCOMES NEW MEMBERS

written by: Fiona Wischniewski , FCIA Group

FCIA would like to welcome the following new members and look forward to working with them over the coming year:

- F.Ball and Co. Ltd
- Carpet One
- Quest Carpets
- Procom Flooring
- Adelaide Felt Suppliers and Tile Layers

We will be including an article from each of these businesses over the next few issues.

If you would like to become a member of FCIA please contact info@fcia.org.au



Save the Date

**FCIA GALA
RETURNS**

1 MARCH 2025

**PLAZA BALLROOM
191 COLLINS STREET
MELBOURNE 3000 VIC**

email info@fcia.org.au for more details

Following on from the success of
last years MJS Trade Show the FCIA is proud to
announce that we will now be running the 2025 event.
Join us for

FLOOR TECH

28 February 2025

Grand Hyatt Melbourne

123 Collins Street
Melbourne 3000 VIC

Email info@fcia.org.au for more details and early registration
information. Sponsorship opportunities for the event are
available.



SAVE
THE
DATE



iD Comfort 19

LUXURY VINYL TILES

14 modern designs

Acoustic comfort 19db

Suitable for high traffic areas

Easy glue-down installation

Superior durability

PEACEFUL LIVING MADE EASY WITH TARKETT'S ID COMFORT 19 LUXURY VINYL TILES

Introducing iD Comfort 19 LVT by Tarkett Australia, the ultimate flooring solution designed for the Australian climate. This innovative product combines superior acoustic performance, unmatched durability, and luxurious underfoot comfort.

Innovative Multi-Layer Construction

iD Comfort 19 boasts a unique six-layer construction, ensuring long-term dimensional stability. With a 5mm total thickness, including a 1mm acoustic backing and a 0.55mm wear layer, this flooring resists warping, gapping, indents, scratches, and everyday wear, making it perfect for high-traffic areas.

Designed to Perform

Built to endure the harsh Australian climate, iD Comfort 19 withstands intense heat, cold, and prolonged UV exposure. Its robust design maintains its appearance and functionality over the years. Pet-friendly and stain-resistant, this flooring is ideal for both households and commercial spaces. Cleaning is effortless with a standard vinyl floor detergent, keeping it hygienic and looking new.

Market-Leading Acoustic Performance

A standout feature of the iD Comfort 19 is its cushioned acoustic backing, reducing sound by up to 19dB. This enhancement significantly improves interior acoustics, making it perfect for creating peaceful and comfortable living and working environments.

Discover the difference with iD Comfort 19 LVT from Tarkett Australia – where innovation meets comfort.

www.tarkett.com.au

BENEFITS OF TRAINING APPRENTICES – A COMMERCIAL CONTRACTOR’S VIEWS

It's truly refreshing to hear about companies that value their apprentices and recognise their potential impact not just on the business but also on the community at large. Apprenticeships can be incredibly beneficial for both parties involved when approached with the right mindset. Not only do apprentices gain valuable skills and experience, but they also bring fresh perspectives and enthusiasm to the workplace. When employers invest in their apprentices, they're not just investing in the future of their business but also in the development of individuals who can contribute positively to society. It's a win-win situation that fosters growth and innovation.

The story below is about Macdonald Floor and their apprentices.

Macdonald Floor was founded in 1995 by Brendan Macdonald, who had previously completed an apprenticeship in floorcoverings in 1988. When Brendan started the business, he already had an assistant whom he was mentoring. In 1998, the opportunity for Recognition of Prior Learning (RPL) emerged through Victorian training provider TFIA, and this became a catalyst for many installers to have their work recognized. Brett, one of the company's sub-contract installers, underwent the RPL course to formally acknowledge his extensive experience and knowledge. Brett has since been an integral part of the company for over 29 years.

Since its establishment in 1995, Macdonald Floor has consistently prioritised apprenticeship training, with a peak of five apprentices in the mid-2000s and at least one apprentice undergoing training at any given time. However, finding both work

opportunities and experienced mentors for apprentices has been challenging, as the company, like many others, engages sub-contract installers. This practice often results in reluctance among installers to take on apprentices. Despite these obstacles, Macdonald Floor is grateful to the installers who do mentor apprentices, recognizing their crucial role in sustaining the trade. The company acknowledges the symbiotic relationship between tradespeople and apprentices, understanding that without one, the other cannot thrive.

Over the years, Macdonald Floor has successfully trained over 20 apprentices to obtain a Certificate III in Flooring Technology (or its predecessor). Most of these apprentices have gone on to work in various roles within the industry, with a number still employed by the company. However, there have also been instances where apprentices did not complete their certification for various reasons. This trend may persist due to the nature of the industry, where floor coverings are not typically a top choice for young school leavers aspiring to become tradespeople. Unlike the electrical or plumbing sectors, which attract a higher number of school leavers, floor covering remains a trade that individuals often enter by chance or familial influence rather than personal ambition.

With a strong commitment to training, Macdonald Floor extends its ethos to its two fellow directors, Curtly and Liam. Curtly, Brendan's son, brings his expertise as a trade-qualified installer, while Liam, who pursued a Diploma in Estimating, adds a valuable skill set to the team. Both are well-equipped to mentor the next generation of apprentices on-site. Additionally, Liam oversees employees





pursuing traineeships in the company's office, where they undertake Certificate III in Business. This dedication to training is integral to the company's success, as it believes that without such investment in developing skills and knowledge, Macdonald Floor wouldn't have achieved its current standing.

One of the government initiatives pertaining to contractors engaged in commercial contracts funded by the government, is ensuring a percentage of work is carried out by Indigenous workers.

While this compliance is crucial, Macdonald Floor's involvement extends far beyond mere adherence to regulations. It has provided the business with the opportunity to engage with and support young Indigenous men, enriching the businesses experiences and perspectives as a team. The mutually beneficial relationship has not only contributed to the professional growth of the apprentices but has also fostered a deeper sense of community and understanding among the whole team.

Macdonald Floor acknowledges the valuable efforts of TFIA in providing on-the-job training for our apprentices. We firmly believe that without this hands-on approach, as opposed to the traditional method of attending trade school, our success in training apprentices would not have been possible. It's important to recognise that the landscape for apprenticeships has evolved significantly since the 1980s and 90s, particularly with governmental changes to TAFE and training methodologies.

Today, apprenticeships operate in a modernised environment, necessitating a shift towards flexible online training modules and regular visits by qualified assessors to workplaces. This approach is crucial for progress.

Additionally, Macdonald Floor anticipates further enhancements through upcoming training workshops and FCIA initiatives such as inviting apprentices to factory and plant visits, coupled with training sessions provided by manufacturers.

Below is an example of what giving apprentices the right training can do:

Project - The Munarra Centre for Regional Excellence in Shepparton in regional Victoria.

This project is being built by TVN-On County an Indigenous owned and managed building company.

The floorcoverings were awarded to Macdonald Floor and with the government initiative of at least 10% of work carried out on the project by Indigenous workers Macdonald Floor was able to comply with these requirements.

On-site, Project Manager, Dane, and one of the business directors, Curtly, have been collaborating closely with Brett, (seasoned installer), and the businesses two apprentices, Anthony, and Gavin both young Indigenous men. Together, they ensured that the Milliken Indigenous patented design carpet tiles were installed to the specified standards. The same level of attention was given to the Forbo Marmoleum, which required precise hand-cutting to achieve the proposed design and meet the required standards.

This project is testament to the value of training apprentices along with the pleasure of working on a project that both young men can look back in the future and say I installed that and be immensely proud of what they achieved for themselves and their community.

THE UNDERLAY – A CLEVER CHOICE PODCAST

8

Underfoot Jul-Aug-Sep 2024

written by. Fiona Wischnewski , FCIA Group

FCIA has been very fortunate to be part of the Underlay podcasts.

These podcasts are a great way to talk about flooring and what we are trying to do to support the industry.

Over the last 4 weeks we have done three podcasts with The Underlay which you can listen to at the links below.

Training Update - Listen Now

In our first Podcast we discussed the current landscape of training, how the FCIA has been impacting it and what needs to be done to improve our industry.

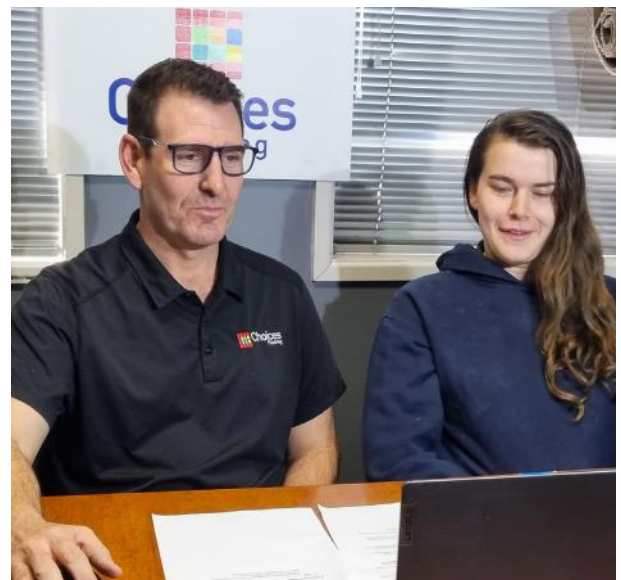
Female Apprentices - Listen Now

In our second opportunity to sit down with The Underlay team we discussed the growth in uptake from females joining the flooring industry. The discussion shares some of the highlights we are seeing from the inclusion of young female installers.

Females in Flooring - Releasing Soon

In our third Podcast we were given the opportunity to discuss our new community Females In Flooring. This session discusses the potential benefits our new initiative could have to our industry. Stay tuned for an official release date.

We look forward working with The Underlay again and continuing to grow the discussion around the benefits of a career in flooring.



FCIA FEMALES IN FLOORING HIGH TEA: EMPOWERING WOMEN IN THE INDUSTRY

written by. Fiona Wischnewski , FCIA Group

During September, FCIA hosted their first two Females in Flooring High Teas in Victoria and New South Wales.

This group was formed to celebrate and empower women within the flooring industry. This gathering offered a unique opportunity for women of the industry to network, share experiences, and discuss the evolving landscape of the industry, all in a welcoming and relaxed atmosphere.

One of the primary goals of the Females in Flooring group is to foster connections between women at different stages in their careers. From newcomers to seasoned professionals, attendees have the chance to meet, share stories, and support each other's growth. We would like this group to provide a platform to discuss both the challenges and successes experienced by women in the industry, promoting a sense of community and solidarity.

We would love future events to include guest speakers or panel

discussions, where successful women in flooring share their insights, career journeys, and advice. These conversations can be inspiring and motivating, helping attendees to envision new possibilities for their own professional paths. Topics might include career development, leadership, work-life balance, and strategies for thriving in a traditionally male-dominated field.

I would like to thank everyone who attended both high teas which I hope serves as a reminder that together, women can drive positive change within this industry.

If you have any ideas for future events or speakers, please email me at fwischnewski@fcia.org.au

Thank you to those who contributed to the day:

- Ardex
- Premium
- Mapei
- Armstrong



FCIA APPRENTICES VISIT WOLLONGONG FOR A WORKSHOP

written by: Fiona Wischniewski , FCIA Group

The FCIA held their second workshop for 2024 at SAHSSI in Wollongong. This is the third workshop that has been held at SAHSSI. This charity does such wonderful work for the community, and we are very proud to be able to contribute in helping make the spaces here more comfortable.

The week commenced with 13 apprentices who are at varying stages of their apprenticeships including two very motivated female apprentices.

The scope of the job was to refloor the:

- Downstairs toilet
- Kitchen/ dining room
- Corridor
- Lounge
- Stair to upstairs
- 3 bedrooms
- Bathroom
- Upstairs toilet

ARDEX was our manufacturing expert with Fred showing and guiding the apprentices in floor preparation and teaching them the importance of ensure this is done. ARDEX also continued the GoKart Thursday night – with a great couple of races.

Thank you to our suppliers who made this possible:

- Ardex
- Forbo
- Karndean
- Beaulieu of Australia Pty. Ltd.
- MJS Floorcoverings

Another great job showcasing the great work our apprentices can do.

Thank you to our trainers Andy Deaville and Ryan Van Den Heuvel.



DISCUSSING THE FCIA GOLF DAY WITH EVENT SPONSORS MAPEI AUSTRALIA

written by Jim Creswell, Mapei

Mapei Australia's Jim Creswell talks about the significance of the FCIA Golf Day.

What are you most excited about for the upcoming Golf Day?

We look forward to the fellowship and the opportunity to connect with industry peers in a relaxed setting. To strengthen our relationships, share insights, and enjoy friendly competition outside the usual business environment.

Are you sending a team to compete or individuals looking to win it all?

We'll send a dedicated team to compete, with a healthy mix of seasoned golfers and enthusiastic participants. While we're in it to have fun, there's always a bit of competitive spirit, and we're excited to see how the Mapei team fares.

How do you feel about the FCIA creating initiatives like the Golf Day?

Initiatives like these are incredibly valuable. They bring people together to foster networking and a true sense of community within the industry. These events help break down barriers and build relationships, leading to long-term collaboration and success.

What is the impact of FCIA events like Golf Day on Mapei?

FCIA events always have a significant positive impact on Mapei. Training events created by FCIA help us build meaningful connections with the next generation of floor installers. We



Jim Creswell - National Resilient Product Manager, Mapei Australia

have also been partnering with FCIA for the awards night, which creates new business opportunities and partnerships and helps us build a stronger sense of unity within the industry.

Why did Mapei choose to sponsor the Golf Day?

For Mapei, we believe in supporting initiatives that bring the industry together. Participating in this event aligns with our commitment to fostering relationships and contributing to the industry's growth and development. It's also a great way to show appreciation for FCIA's work promoting excellence and innovation.

FCIA GOLF DAY: A CELEBRATION OF NETWORKING, FUN, AND FRIENDLY COMPETITION

written by: Fiona Wischnewski , FCIA Group

The Floor Covering Institute of Australia's (FCIA) held its inaugural Golf Day on Friday 13 September 2024 at Oatlands Golf Course.

The weather shined on the group as they drove off in their carts, bringing together industry manufacturers, suppliers, retailers and apprentices in a relaxed, engaging atmosphere. The day was filled with friendly competition, networking opportunities, and a shared passion for fun!

Hosted at the stunning Oatlands Golf Course, and sponsored by Mapei Australia, the FCIA Golf Day offered participants a chance to step away from their everyday responsibilities and enjoy the camaraderie of their peers. Based on my lack of ability to hit a golf ball, it is safe to say the event was

not just about golf; it is about building relationships, fostering communication, introducing the few apprentices that attended to the wider flooring community and reinforcing FCIA's strong focus the support for training within this industry.

As with most golfing days the event had its prizes – supplied by Mapei, MJS and Nexus a variety of competitions were held during the day. During lunch the winners were announced:

- Nearest to the pin, James Hayward - Prize supplied by MJS Floorcoverings
- Longest Drive, Hayden McDonald - Prize supplied by Nexus





- First Prize, Wayne O'Brien, Nick Carruthers, Brian Arnold, Alex Sturgess - Prize supplied by Mapei Australia
- Second Prize, Tasc Flooring Group - Prize supplied by Mapei Australia
- Third Prize, Interface - Prize supplied by Mapei Australia

While FCIA's Golf Day is about fun and relaxation, it wouldn't be possible without the continued support of its members. FCIA would like to thank Mapei Australia for its sponsorship of this event but more so for always being a strong supporter of FCIA and training within this industry.



FCIA would also like to thank the following members who sponsored holes but more importantly are there to support FCIA in many aspects of training through the supply of products for workshops, creation of videos and attending our events. A very big thank you to:

- Mapei Australia
- RLA
- F Ball and Co
- MJS Floorcoverings
- Nexus

Next FCIA Golf Day

From a personal perspective, I really hope that the first FCIA Golf Day provided some fun and enjoyment and maybe even a little relaxation for those who participated. Thank you again for being part of our first Golf Day and I look forward to seeing you back on the golf course at our second event on Friday 12 September 2025.

Here's to many more successful FCIA Golf Days ahead!

OUR OWN GARRY THOMAS JOINS THE 70 CLUB

written by. Niranjan Peter, FCIA Group

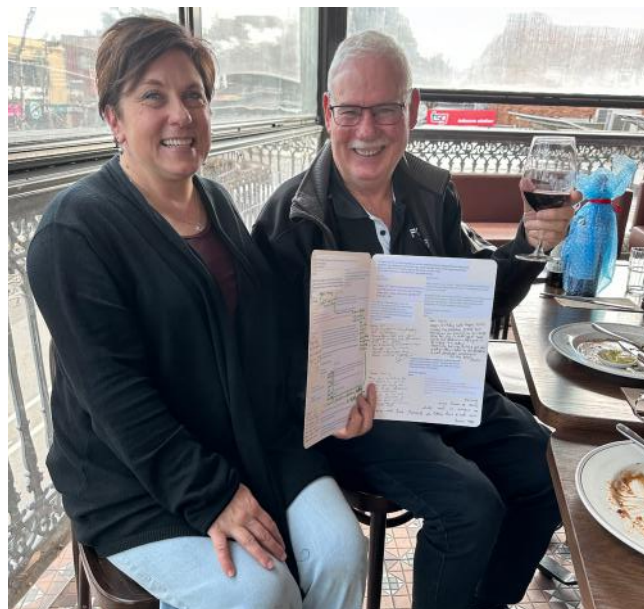
On Wednesday 28 August Garry Thomas, our Company Secretary, turned 70. Garry has had an illustrious career where he owned his own business and was a consultant to several industry groups and education institutes. He was the inaugural CEO of FCIA from 2017 to 2021 and continues to contribute to the business to this day.

Garry was raised on a dairy farm on the Murray River as the youngest of three siblings. His childhood upbringing was a wonderful experience on a 360-acre farm, which he viewed as a large adventure playground. Life on the farm exposed Garry to a myriad of daily practical tasks and problem-solving opportunities that trained him to think analytically to find solutions to almost any problem. Farm-life taught Garry responsibility from a young age including driving a tractor at age 12. He improvised play areas such as creating a Tennis Court against the wall of a pig pen and turning sand pits into war zones for him and his brother to play war games. As he grew up Garry overcame the relative isolation of the farm by hosting his friends for games nights and parties and participating in scouts and the local football and tennis clubs.

For his final year of schooling Garry and his family moved to Melbourne where, during university studies, he landed his first job working part-time in a Melbourne shoe shop. At this store Garry developed his interpersonal skills through sales and customer service whilst working with people from vastly different socio-economic and cultural backgrounds. This experience profoundly influenced Garry as he learnt to appreciate and accept the wide differences that existed across the Australian population. This eradicated Garry's preconceived stereotypes and narrow view on society as he broke free from his traditional rural Anglo-Saxon upbringing. As he put it bluntly, he had learnt that "people are just people".

At the tender age of 21 Garry was chosen to be the best man at his close friend's wedding and it was there he first laid his eyes on his better half Josie. From there followed 20 months of driving over 3 hours from Melbourne to keep the flame alive. Garry recounts the long drives filled with anticipation as he trekked back to the Murray River to spend a couple of fleeting hours with Josie, the woman who would soon become his wife. Josie was





from an Italian family which further reinforced Garry's understanding of diversity and how every person's culture, experience, wisdom, strength and capability helped make him a better person.

When Garry was 24, he joined the Commonwealth Employment Service which is currently known as the Commonwealth Department of Education and Training. As he built his career in the organisation he moved throughout various roles, learning the ins and outs of the Australian labour market and the importance of skills development and training as it directly impacts employment and economic prosperity. This sharpened Garry's skillset in managing a diverse workforce whilst developing broader skills in marketing, management, accounting, financial and strategic planning. In 1997 the Commonwealth Employment Service was privatised by the Government and Garry was one of 100 staff members selected to help design and develop a National Business Plan for the newly created national employment service. By this point Garry had served the country in education and training for 20 years and was passionate about developing better systems to ensure training flourishes in Australia.

Following on from that role Garry spent the next 11 years working within Vocational Education and Training where he held positions in administration as well as executive roles. His in-depth understanding of the Australian Training system and close partnerships with TAFE Institutes, employers, RTO's and regulatory bodies led to success for every organisation in which he worked.

Garry then started his own consulting business focused on diversification strategies for TAFE, RTOs and providers of

employment, education, and training services. As a consultant to the employment and training sector, he connected with the Australian Industry Group where, as a skills adviser, he assisted businesses to obtain government funding to upskill their employees. It was here where he was introduced to the Flooring Industry and, following a series of industry consultations, established the FCIA - designed to become a leader in skills recognition and the implementation of a national apprenticeship and training model for the flooring industry. From 2017 to 2021 Garry was the CEO and National Training Manager for the FCIA and used his vast knowledge of education and training to set the foundation for the work we do today. He was also integral in the recruitment of our current CEO Fiona Wischnewski as they worked together at the Australian Industry Group.

Garry currently serves as our Company Secretary performing key roles such as Corporate Governance and assisting the CEO with projects developing business strategies, and accessing funding opportunities for the FCIA Training Academy – the industry skills and training arm of the FCIA. He also helps manage the CRM system within the business and provides strategic advice.

Garry has played a huge part in the FCIA and has dedicated his life to the betterment of the Australian Flooring Industry. I am sure that many of you can recall fond memories of interactions with Garry over these last 8 years and are as proud as we are to serve alongside him. Happy birthday Garry Thomas and thank you for your continued support to the FCIA and the flooring Industry.

IT'S IN THE BAG SHARE THE DIGNITY

FCIA members, Cotter Floors will be supporting women in their community by hosting their biannual fundraiser charity event for **Share the Dignity's It's in the Bag** campaign.

Share the Dignity is an Australian charity working to ensure no one is forced to face the indignity of period poverty when at-risk of or experiencing homelessness, domestic violence, or poverty. The it's in the Bag donations contain all the essentials to help make Christmas brighter for women and girls in need.

Cotter Floors event will host an this event at their new factory at 16/25 Conquest Way, Hallam Vic 3803 on Thursday, **14 November 2024 at 12 noon.**

They welcome and encourage anyone interested in donating items or a bag to come down with the opportunity for discussions about the charity over a BBQ lunch at their offices. If you are unable to make it to the event but still wish to donate items, they can be dropped off at the Cotter Floors office anytime up until **14 November 2024.**

The last event Cotter Floors held, there was a total of 58 bags donated to the cause, in addition to some surplus singular items in which were donated to a separate women's shelter. This year they hope to do even better!

Great Work!



it's in the bag

Cotter Floors will be supporting women in our community by hosting our biannual fundraiser charity event for Share the Dignity's "It's in the Bag" campaign.

We invite you to bring along your donations and enjoy a BBQ lunch on us as a thank you for your generosity.

Factory 16, 25 Conquest Way

Hallam Vic 3803

Thursday, 14th November 2024 at 12 noon.

We look forward to seeing you on the day and thank you for your support.

If you are unable to attend and still wish to make a donation, we will be accepting donations at our offices up until the event date.



Essential items for your *mum & bub* bag

<input checked="" type="checkbox"/> Shampoo	<input checked="" type="checkbox"/> Deodorant	<input checked="" type="checkbox"/> Newborn nappies
<input checked="" type="checkbox"/> Conditioner	<input checked="" type="checkbox"/> Maternity pads	<input checked="" type="checkbox"/> Baby shampoo
<input checked="" type="checkbox"/> Toothpaste	<input checked="" type="checkbox"/> Breast pads	<input checked="" type="checkbox"/> Nappy rash cream
<input checked="" type="checkbox"/> Toothbrush	<input checked="" type="checkbox"/> Dummies	<input checked="" type="checkbox"/> Disposable nappy bags
<input checked="" type="checkbox"/> Soap	<input checked="" type="checkbox"/> Baby wash	

Donate at Bunnings between 15 Nov - 1 Dec 2024

it's in the bag | share the dignity's



Essential items for your *adult* bag

<input checked="" type="checkbox"/> Shampoo	<input checked="" type="checkbox"/> Deodorant	<input checked="" type="checkbox"/> Toothbrush
<input checked="" type="checkbox"/> Conditioner	<input checked="" type="checkbox"/> Soap	<input checked="" type="checkbox"/> Toothpaste
<input checked="" type="checkbox"/> Period products (tampons, pads or menstrual cups)		

Donate at Bunnings between 15 Nov - 1 Dec 2024

it's in the bag | share the dignity's



Essential items for your *teen* bag

<input checked="" type="checkbox"/> Shampoo	<input checked="" type="checkbox"/> Deodorant	<input checked="" type="checkbox"/> Toothbrush
<input checked="" type="checkbox"/> Conditioner	<input checked="" type="checkbox"/> Soap	<input checked="" type="checkbox"/> Toothpaste
<input checked="" type="checkbox"/> Period products suitable for smaller bodies		

Donate at Bunnings between 15 Nov - 1 Dec 2024

it's in the bag | share the dignity's

FCIA APPRENTICE COMPLETIONS

WILLIAM HILLS – TERRY BROS CARPET COURT YOUNG

FCIA Training Academy is proud to congratulate William Hills from Terry Bros Carpet Court Young on completing his apprenticeship in MSF30818 Certificate III in Flooring Technology.

Will commenced his apprenticeship approximately four years ago and faced challenges such as a change of RTO, a change of qualification, and the impacts of COVID. Despite these obstacles, he successfully completed his training. Throughout his apprenticeship, Will enjoyed learning new skills and transforming people's homes into something special. He appreciated the on-the-job training and found his trainer/assessor to be very knowledgeable and effective in teaching him the necessary skills.

Will pursued becoming a qualified installer because he believes in the importance of having the required skills and knowledge to complete jobs to the required standard. He

thoroughly enjoys working in the flooring industry and aspires to continue working in and teaching this trade to others.

FCIA Training Academy congratulates Will on his achievement and wishes him every success in his future flooring career.



William Hills - Terry Bros Carpet Court Young

JARROD THORNE – ANDERSENS WAGGA WAGGA

The FCIA Training Academy would like to congratulate Jarrod Thorne from Andersen's Wagga Wagga on completing his apprenticeship in MSF30818 Certificate III in Flooring Technology.

Jarrod began his apprenticeship approximately four years ago, overcoming challenges such as changing RTOs, altering his qualification, and navigating the impacts of COVID. Despite these trials, he successfully completed his training.

Throughout his apprenticeship, Jarrod enjoyed learning new skills and felt a sense of accomplishment with each unit he completed. He appreciated the on-the-job training, as it made it easier for him to balance work and study. He valued the time spent with his trainer, finding him to be very knowledgeable.

Jarrod pursued becoming a qualified installer because he believes having a qualification will provide greater job opportunities in the future. He truly enjoys working in the flooring industry and wants to continue growing his skills within the field.

Congratulations, Jarrod, on completing your apprenticeship. We wish you all the very best in your future flooring career.



Jarrod Thorne - Andersons Wagga Wagga



WE NEED TRAINERS TO TEACH OUR APPRENTICE FLOORING INSTALLERS

We are hiring trainers to help train the future workforce of Australia. These roles will allow you to extend your career, give back to the industry, help lift the standards in flooring and pass on your skills and knowledge.

WHAT WE ARE LOOKING FOR

10+

A minimum of 10 years of flooring laying experience



Have or be willing to get a Certificate IV in Training and Assessment



Formal flooring qualification seen as favorable but not essential

WANT MORE INFORMATION? EMAIL INFO@FCIA.ORG.AU



APPRENTICE OF THE MONTH JULY 2024

JARRAH LEE KOUWENBERG – CHOICES PORT MACQUARIE

Apprentice Information

Jarrah has been an apprentice with Choices Port Macquarie for 17 months and is now in her second year of her flooring apprenticeship.

Can you share some information about your employer and your daily responsibilities?

Choices Flooring has been here for over 10 years with Dan taking over the business 2 years ago. Day to day, I go out completing jobs given to me with our contractor.

What do you enjoy about being a flooring apprentice?

I enjoy learning new skills and different ways of doing things.

What are you hoping to achieve once you complete your apprenticeship?

To be a competent and qualified flooring installer with the skills and knowledge behind me to complete jobs to the best of my ability.

Why is being qualified important?

To ensure the flooring industry maintains strong standards which ultimately mean great outcomes for all clients.

Employer Information

Explain what your business does? How long have you been in business for?

Choices Port Macquarie, provides residential and commercial flooring solutions across the mid North Coast of NSW. We both supply and install carpet, vinyl planks, hybrid/floating floors, engineered timber, commercial vinyl and carpet tiles.

Why do you have apprentices?

Apprentices are the key to having competent installers in the years to come. It is great to be able to offer a career path for locals in the flooring industry and provide an environment that is conducive to high performance.

How do you think your apprentice will benefit your business?

Jarrah is already benefitting our business by demonstrating her ability to learn and apply these learnings every day. She is responsible and reliable and has a great eye for detail.

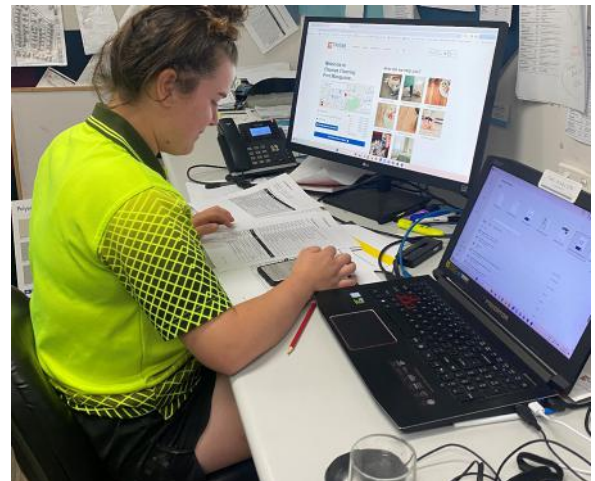
Why do you think it is important to get apprentices qualified in flooring?

Our industry continues to grow and change in terms of styles, trends and customer needs.

Without quality installers, our industry would be costly for the end user/customer, so the more we can train new, capable installers the better outcome for our customers and improved productivity of our industry.

Trainer Feedback

Jarrah has shown her commitment and eagerness to learn and improve. Through her bookwork and active participation in workshops, she has demonstrated a solid understanding of the material and the requirements for each assessment. With her dedication to continuous learning, Jarrah has a very bright future in the flooring industry, and there is no limit to what she can accomplish. Again, I can't wait to see where her trade will take her.



APPRENTICE OF THE MONTH AUGUST 2024

KARLI RANN - COFFS HARBOUR CARPET COURT

Apprentice Information

Karli has been an apprentice with Coffs Harbour Carpet Court for the past 12 months.

Can you share some information about your employer and your daily responsibilities?

Coffs Harbour Carpet Court is a great place to work with a great team who all support each other. Each day looks different, but whatever we have on we always put in 100% effort to make the customer happy.

What do you enjoy about being a flooring apprentice?

I enjoy the physical side of the job as well as being able to go to different house/ places almost every week. Every day I learn something new and cannot wait to see where this job will take me.

What are you hoping to achieve once you complete your apprenticeship?

Following my apprenticeship, I hope to stay employed with my current employer and possibly one day be a part of the FCIA Training organisation.

Why is being qualified important?

Being qualified is important as it gives you something to work towards and also gives you the credentials needed.

Employer Information

Explain what your business does? How long have you been in business for?

Simon and Fiona McCredie operate Coffs Harbour Carpet Court and have done so for the past 19 years. The business assists the Coffs Coast in all aspects of flooring in renovations, new homes and commercial buildings.

Why do you have apprentices?

We believe the flooring installation is a rewarding trade and is sadly experiencing a shortage. Hence, we are trying to contribute to the longevity and success of the industry with apprenticeship training.

How do you think your apprentice will benefit your business?

Karli is a quick learner and willing to learn so no doubt she will have a prosperous future in our business and the industry.

Why do you think it is important to get apprentices qualified in flooring?

Any trade qualification is of value! There will always be the need for new flooring, so the industry offers lots of opportunities.

Trainer Feedback

Karli has consistently engaged in her training with dedication. Her theoretical knowledge is of a very high standard, and she has been a pleasure to work with during workshops. Her strong work ethic and commitment to learning are evident in the quality of her work. Karli has a promising future in the flooring industry, not only as an installer but also as a business owner and mentor to apprentices. I wish Karli all the very best with her training and can't wait to see where her qualification in flooring leads her.



REAL STORIES: WHEN THINGS GO WRONG FLOORING PROTECT IS THERE TO HELP

written by. Nathan Ray, Flooring Protect

In the flooring industry, unexpected events can lead to significant disruptions and financial losses.

At Flooring Protect, we understand these challenges firsthand. Let me share with you two real-life stories where our expertise made all the difference for our clients.

Claim Story 1: Weathering the Storm with Water Damage Coverage

A severe storm in New South Wales led to a roofing leak and subsequently extensive water damage to one of our client's flooring retail stores. We're talking \$130,000 in damages to the store's fit-out and another \$70,000 to floor stock. On top of that, the store had to close for repairs, leading to more than \$300,000 in lost customer revenue.

For the store owner, this was a stressful and chaotic time. They were desperate to get everything fixed as soon as possible to reopen their doors and start serving customers again. This is where Flooring Protect stepped in. We

understood the urgency and worked tirelessly to get the insurer and assessors moving, even when delays occurred. Our brokers kept pushing, ensuring that every aspect of the claim was addressed promptly.

Despite the inevitable frustrations and delays, the key difference was having an experienced broker on their side. We brought not just expertise but also comfort and assurance. The store owner knew they weren't alone in this battle—we were there, going to bat for them every step of the way. In the end, the claim was successfully managed, and the store was back in business with minimal worry for the owner.

Claim Story 2: Navigating Employee Disputes with Management Liability Insurance

Employee disputes can be a tricky and costly affair, as one of our wholesale flooring business clients discovered. An ex-employee took the business owner to Fair Work, alleging unfair dismissal. The business owner was



understandably anxious about the potential financial and reputational impact of this claim. Fortunately, Flooring Protect had arranged a Management Liability insurance policy for the business, which immediately responded to the claim.

When the Fair Work claim was lodged, our brokers jumped into action. We ensured the claim was filed promptly and coordinated with the insurer to appoint top-notch lawyers to defend the business owner. Despite the strong defence, the claim was ultimately upheld against our client. This was a tough outcome, but thanks to the Management Liability policy, all legal and compensation costs were covered, amounting to \$123,000. The store owner's out-of-pocket expense was just their \$2,500 excess. While the insurer couldn't cover outstanding employee entitlements under the law, the financial burden was significantly reduced.

Having our brokers navigate this complex and stressful situation provided the business owner with much-needed support and peace of mind. Knowing they had an expert team fighting for them made all the difference during a challenging time.

The Importance of Specialized Insurance Brokers

These stories highlight why having a specialized insurance broker like Flooring Protect is crucial for flooring businesses. We know the industry inside and out, and we've seen firsthand what can go wrong. Our expertise isn't just about finding the right policies; or getting the cheapest price; it's about being there when you need us most—navigating claims, dealing with insurers, and ensuring the best possible outcomes with minimal stress.

With over 20 years of experience, we're dedicated to protecting your business. We understand your needs and are here to help you weather any storm. Whether it's water damage, employee disputes, or any other unforeseen event, you can count on us to have your back.



UPCOMING EVENTS



Melbourne
VIC
Workshop

OCT 2024

FCiA Manufacturers
Program Launch
Online

NOV 2024

Bendigo
VIC
Workshop

TBC

FCiA Retailers
Program Launch
Online

JAN 2025

Floor Tech
Trade Show
VIC

28 FEB 2025

FCiA Gala
2025
VIC

1 MAR 2025

**IF YOU WOULD LIKE INFORMATION ABOUT THESE
OR ANY OF OUR OTHER EVENTS THEN PLEASE
CONTACT [INFO@FCIA.ORG.AU](mailto:info@fcia.org.au).**