

SPASA CONSUMER GUIDE

HOW ARE THE GLOBAL CONFLICTS IMPACTING THE POOL AND SPA INDUSTRY?

Every Australian is feeling the impact of the global conflicts as they affect the supply of critical products for our everyday lives. There has also been a dramatic and immediate impact on the operation of the pool and spa building industry and the supporting retail services industry.

The increased cost of fuel globally and the ongoing high market volatility is threatening to impact more than just transport. While the situation is changing rapidly, it appears likely that these pressures will impact the industry's supply chains for both materials and labour.

The swimming pool and spa industry is not immune to the effect of these events. Like many industries, this industry sources products from overseas or makes them from petroleum by-products. Pool-building projects require heavy machinery and transport networks to deliver key materials, all of which operate on petrol and diesel.

The combination of these factors means your pool project may be disrupted by product delivery delays and may cost more to complete due to higher prices passed through the supply chain to the builder and, in some instances, to the client. Where necessary, existing contracts include legislation and regulations that outline where costs can be passed on to the client and where they cannot.

SPASA members operate across the pool and spa industry with pool builders, spa and pool equipment manufacturers & suppliers, pool retailers, service technicians, subcontractors, installers, consultants, and other professionals in the pool and spa industry.

While we hope the uncertainty is short-lived, the changing situation is already having a real impact on SPASA members. Our members are committed to upholding high standards of skill, workmanship, and ethical business practices to best serve pool and spa customers.

SPASA members value their clients and are committed to working with you to complete your pool project, continue to service your pool or spa, and provide you with the products you need to maintain your pool or spa. Our members are taking steps to adapt to supply chain pressures, absorb costs where possible, and minimise delays and cost increases for clients; however, some of these flow-on effects are unavoidable. We encourage you to speak with your builder first.

As you work with your pool builder to complete your project, SPASA recommends maintaining an open dialogue and communicating regularly and professionally so that you and your builder can keep each other up to date on developments. It is important for everyone to be patient with factors outside everyone's control.