

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, products are sourced from overseas or made from petroleum by-products. Pool building projects require heavy machinery and transport networks for delivery of key materials, all of which operate on petrol and diesel.

The combination of these factors means that your pool project may be disrupted due to delays in product deliveries and that it may cost more to complete the project due to the increased prices being passed through the supply chain and onto the builder, and in some instances, to the client. Where it is necessary, existing contracts have legislation and regulation which outlines 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 that the uncertainty is short lived, the changing situation is having a real impact on SPASA members already. 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 the supply chain pressure, absorb the costs where possible, and to minimise the delays and cost increases for clients, however some of these flow-on effects are unavoidable. We encourage you to talk with your builder in the first instance.

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