



# CAPABILITY STATEMENT

## Contact Information

**Name:** Noosa To Hinterland Plumbing Group

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**Principle:** David Campbell – Director / Operations Manager

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**Postal Address:** PO Box 1842 Noosaville BC QLD 4566

**ACN:** 70 054 957 845

**Year Established:** 1985

# Capability Information

## **Main Business Activities:**

Installation and repairs to Plumbing & Gas fixtures and systems. This at times includes unusual projects which require innovative solutions for difficult problems, ranging from domestic to medium size commercial projects.

## **Preferred Business Activities:**

Plumbing & Gas Installation and design for small to medium sized commercial projects.

Plumbing & Gas maintenance and emergency work

Boutique Homes and commercial plumbing construction

Small & Large Storm water systems

Waste treatment systems

*At Noosa To Hinterland Plumbing Group we are driven to succeed, as 'satisfaction of high quality results' is our motivation and inspiration.*

## **Services Provided:**

Comprehensive Plumbing Installations and service requirements

Comprehensive Gas Installations and service to Type A appliances

Stormwater design and installation

Sophisticated High Pressure Hydro-jet Drain Scrubber

Camera and service location detection equipment

Specialized tooling for latest piping systems

GPS Locating and recording, to database of difficult locations

## Examples of innovation:

Sunshine Coast Regional Council - required a 250mm under water line from a Noosaville lake to be cleared. We were able to block the inlet by use of an expandable bladder and then proceed to clear the downstream pipe using the High Pressure Jetting machine. Therefore reducing environmental impact and financial cost.

Veolia Water – Mary River Pump Station required a 100mm suction line on a ten meter high tower to be cleared in an emergency situation. As access was a major issue and Veolia was aware of our capabilities, our technician was able to safely climb to the top and clear the line using the High Pressure Jetting Machine to clear the line quickly. With 100m of hose, access is not a problem in difficult situations.

Welding pipes within a building requires high safety standards & requirements usually including the shutdown of fire systems and temporary vacation of the area. As we are equipped with crimping tools for various piping systems, repair work can be completed with minimal fuss and eliminates the need to interrupt work conditions within the building.

Pinpointing problems with underground drains can be difficult. With our specialized camera and locating equipment we are able to locate the exact position and depth of a problem area, thus minimizing the environmental impact on excavation and cost of repair.

## Key Personnel:

**David Campbell, Director.**

David first registered the business in 1985. With a love of plumbing and all things related he has been at the forefront of innovation and ideas for 28 years. He has managed to steer the company through good and bad times while keeping quality and reliability first and foremost.

David is continually attending trade shows and professional development courses to stay at the head of the plumbing field often responding to calls for his thoughts and ideas'. He has always had an interest in Information Technology and uses various up-to-date systems facilitating precision and efficiency in all facets of business dealings. The Noosa To Hinterland Plumbing Group's reputation as an industry leader and known brand is a direct result of David's influence and guidance. David demands the best quality from his team of plumbers and as a result, success has followed and provided many customers with confidence of quality workmanship.

**Laurelle Roe, Office Manager.**

Laurelle has been with the company for more than two years. Bringing a wealth of knowledge and customer service skills acquired from a long career in office and staff management. Office procedures and work allocations are controlled with efficiency and reliability which provides great confidence to our customers large and small.

**Ashley Pring, Plumber / Drainer / Gas fitter, tender management.**

Ashley joined the team in 2010 and brings comprehensive skills in Plumbing & Gas fitting and Backflow installations. He also brings office skills associated with tendering, internal procedures and customer service.

**Rouen De’Villiers, Plumber/Drainer**

Has been with the company for more than 5 years and brings a wealth of plumbing knowledge in all aspects of the industry. Comprehensive knowledge of construction, drainage, new installations and solar hot water systems.

**Jed Mullen Plumber / Drainer / Gas fitter**

Jed has been with the company for more than 2 years and brings a wealth of plumbing knowledge in construction & maintenance.

**Greg Turner, Plumber / Drainer**

Has been with the company for more than 5 years and brings a wealth of plumbing knowledge in all aspects of the industry. Specializing in roofing systems and Backflow installations.

**Shane DeCent Plumber / Drainer**

Has been with the company for more than 2 years and brings a wealth of plumbing knowledge in all aspects of the industry. Specializing in roofing systems, construction drainage and installation.

**Nick Hill, Plumber / Drainer**

Nick is our most recent addition and brings with him a broad knowledge of Plumbing / drainage especially on commercial construction

## **Competitive Skills:**

Ability to retain quality, diverse and long term staff.

Vehicles and power tools provided by the company. This ensures quality and reliability is maintained and downtime is minimized.

Access to extra staff as required

Efficient IT & office systems

Ability & equipment to adapt to various situations

## **Equipment:**

High pressure Drain Cleaning - 40mm to 300mm diameter

Latest pipe fitting tooling – Flexible and able to repair in an emergency

Camera and locators – small and large for all situations.

Large warehouse – Undercover storage of stock and equipment

GPS Tracking – For exact locations and communications

Smart trade & Quickbooks IT Software

Electrical equipment tested and tagged as required

## **Specialised Capabilities:**

Plumbing & Drainage - Small & Large projects

Gas Fitting Service / Installation & repairs

Drain Clearing

Solar & Heat pump accredited

Backflow Accredited

Thermostatic Mixing Valve accredited

Working at Heights Accredited

On Call emergency service 24/7 days.

## **Training & Skills:**

At Noosa To Hinterland Plumbing we are continually looking out for relevant professional development courses to attend for acquiring either new skills or for re-credentialing existing skills. We have regular scheduled meetings where in-house training is conducted to broaden the knowledge base of the whole team. We also invite representatives from manufacturers to conduct training on new products.

## **Capacity:**

At present we have a team of 6 technicians employed on full time hours to attend to daily day to day work as required. We also have access to, and employ, extra staff as required for larger projects.

Small to medium sized jobs up to \$100,000 in value are within our capacity as we are a well established and financially stable company.

As we have six well equipped vans on the road, we are able to cover the entire sunshine coast area and hinterland region for maintenance and Installation work.

## **Track Record:**

### **Sunshine Coast Regional Council – Building & Facilities**

Tender: Maintenance of infrastructure

Value: Set rates / per job attended

Duration: 5.5 years +, November 2011 – current

### **Sunshine coast Regional Council – Building & Facilities, Parks & Gardens**

Tender: Backflow device testing

Value: > \$35,000

Duration: 3.5 years, January 2013 - Current

### **Sunshine Coast Regional Council – Parks & Gardens**

Tender: Backflow device testing  
Value: > \$14,000  
Duration: 4 Years, May 2012 - Current

### **Sunshine Coast Regional Council – Building & Facilities**

Tender: Backflow device Installation  
Value: > \$45,000  
Duration: 3 months, July – September 2012 Completed before time

### **Pomona IGA Supermarket – New Build**

Tender: Complete Plumbing, Drainage & Stormwater Installation  
Value: >\$70,000  
Duration: 8 Months – 2007 Completed on time

## **Delivery, Performance & Reliability**

Noosa to Hinterland Plumbing Group has a proven ability to deliver work projects on or ahead of time. With a flexible work force and an ability to perform well under pressure we have been able gain and maintain the trust of our industry principles whilst delivering our trademark reliability and quality.

Principle contractors can trust our on-site performance and low risk liability as our procedures and systems are continually reviewed and improved when required.

# Risk Management Systems

## **Safety Management:**

Occupational Health & Safety and risk management systems are of high priority to all employees at Noosa To Hinterland Plumbing Group. We currently have in house procedures in place with documents relating to all aspects of related work we perform. We have a comprehensive OH&S policy which is reviewed as required.

We are currently overhauling our procedures and document register and will have a comprehensive master system in place which will be based on AS/ANZ 4801.

## **Environment Management:**

At Noosa To Hinterland Plumbing Group we understand the importance of environmental management. Part of each risk assessment completed for site work is to understand the environmental impact and issues that may be related to work conducted on & off site. Such issues may relate to the local site environment, employees work environment, waste and off site environment, and office environment. We are currently overhauling our environmental procedures and policies and will have a comprehensive system in place to be based on AS ISO 14001. We are also gathering information on the standards of our suppliers.

We currently have office procedures in place for recycling and reusing of office materials. Our computer systems and Office to Vehicle GPS communication systems reduce paper usage. Our office design provides for natural light and ventilation, reducing our carbon footprint. General waste from site is all returned and sorted for recycling where possible at our warehouse and we are currently looking into cleaner energy vehicle purchases in the future.

## **Quality Management:**

Each employee at Noosa To Hinterland Plumbing Group is responsible for quality management. New equipment and procedures are conducted in our warehouse and employees are trained in the use and/or procedure before implementation into the field.

We are continually reviewing and upgrading our management systems in response to industry requirements and streamlining refinements.

Our work is governed by AS 3500 plumbing standards and inspected by regulatory officers to ensure compliance.

Our quality management system and policies are currently under review. When finished, our quality management systems will be based on AS ISO 9000.



## Insurance:

Public Liability -	\$ 20 000 00 - Current
Work cover -	Current
Plant & Equipment -	Current
Vehicles -	Current

## Risk Management for Large Projects:

Managing large projects correctly is vital to our company and the principal. We understand that submitting a tender requires a great deal of forward planning before an agreement is reached. We also understand that managing the processes throughout the project is just as important.

Management structure on several levels is required to satisfy our policies. David Campbell is responsible for overseeing all site works. A site plumbing supervisor is appointed to each site and is responsible for all aspects including but not limited to –

- Implementing policies e.g. safety & environment. Understanding of site requirements and ensuring all employees understand their responsibilities.
- Report to site supervisor and discuss project
- Ordering materials and equipment
- Status reports
- Organising contractors
- Cost management
- Identifying high risk factors

We use a risk management matrix to clearly identify risks to specific tasks. Control measures are discussed and put in place via a job safety analysis form before work is to be carried out. Procedures are to be followed for the tasks identified and some new procedures are written as required.

Our plant and equipment is regularly maintained and is stored in our warehouse to ensure reliability. We understand the need to have the correct tools and equipment available for job efficiency and safety.

## **Customer Service:**

Each and every employee is responsible for customer service. We regularly conduct training in this area with employees, and understand each team member is a representative of the company. This philosophy applies to all employees when interacting with our customers, large and small.

All Noosa To Hinterland Plumbers are able to report we have an excellent track record when it comes to dealing with clients and often have people comment on how professional our business is conducted.

We have a person available for contact at all hours 24/7 for any emergency event. We are also able to respond to new and follow up jobs quickly and efficiently.

Procedures are in place to monitor our level of service and training is implemented when improvements are identified.

## **Working with Industry:**

Noosa To Hinterland Plumbing Group is associated with and respected by a wide network of companies. We are committed to using local and regional suppliers to support local employment and economy. Our major trade material suppliers of specific plumbing products are national companies that employ local workers and help reduce cost through buying power. Local industry suppliers are used for almost every other material or service. As a local company we understand the importance of supporting local industry and the benefit to local communities and organizations.

## **Memberships and local Community Support:**

### **Memberships -**

Master Plumbers Association 20 + Years

Housing Industry Association

QBCC

Cooroy Chamber of Commerce

### **Social responsibilities:**

Major Sponsor of the "Annual Santa Race" in Cooroy for the Christmas in Cooroy celebrations.

Support the Leukemia Foundation

We also support several local charities and clubs on an individual basis.