

# O'Brien Plumbing & Relining Capability Statement



**O'Brien**

Plumbing &  
Relining

*O'Brien Plumbing & Relining Coffs Harbour*

**1800 779 069**

Domestic | Commercial | Industrial | Facility Maintenance





O'Brien  
Plumbing  
& Relining  
Coffs Harbour



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“We don’t just deliver services;  
we deliver peace of mind, one  
expert solution at a time.”

# About Us

## Expert help when you need it most

O'Brien Plumbing & Relining Coffs Harbour is a reputable business that specialises in providing exceptional residential and commercial plumbing and relining services.

Our team of skilled technicians are equipped with state of the art tools and equipment to tackle the most complex plumbing issues.

With many years of experience in the industry, we have earned a reputation for our high-quality work, professionalism, and reliability. Our team is committed to delivering outstanding service and ensuring that our clients' needs are met in a timely and efficient manner.

Our business is part of a nationwide network which consists of over 200 branches. This expansive network enables us to efficiently manage service and maintenance, installations, and rollout projects for our clients across multiple locations.



*"Best professional service I have ever experienced. Will definitely use again. Very flexible and extremely accommodating. Worth 6 stars!!!"*

Sonia

# Our Commitment to You

At O'Brien Plumbing & Relining Coffs Harbour we **prioritise delivering high-quality products and services**, we will continually strive to **exceed your expectations** and our commitment to you is our **dedication to excellence**. We pride ourselves on being **transparent, honest** and ensure we have clear lines of communication at all times. We respect your time and promise timely delivery of our products and services.

## Key Benefits of Using Us



24/7 Nationwide Coverage



Available 24/7  
1800 779 069



Asset Management & Monitoring



One single Point of Contact



Job management system & client portals



Compliance & Network Systems

"Innovation drives us forward, enabling us to stay at the forefront of our industry."

# Identifying your Needs

We understand that many of our clients share similar concerns when they approach us for assistance. From our experience, we have identified four key areas that consistently require attention and resolution.

**Tradesperson reliability** | We pride ourselves on our tradespeople being punctual, efficient, professional and dependable.

**Co-ordination of tasks** | As part of our service, we take on these administrative burdens, streamlining the process for our clients. With one point of contact we will handle the project from beginning to end.

**Compliance & Safety** | We adhere to industry best practices and stay current with all relevant regulations and standards.

**Asset Management** | **O'Brien Plumbing & Relining Coffs Harbour** conducts comprehensive audits and maintenance for assets across all of your organisation's sites. This entails monitoring performance and condition, enabling informed decisions on repair or replacement, and forecasting future expenditures on assets.



# Full Scope of Plumbing & Relining Services

**Our experienced team of skilled plumbers and reliners are committed to delivering exceptional results, ensuring the functionality, efficiency, and longevity of your plumbing systems.**

**Design and Budgeting |** We specialise in delivering comprehensive and efficient designs tailored to your requirements. We understand the significance of budgeting and provide accurate cost estimates and transparent communication to keep your project on track. With our commitment to design excellence and meticulous budget management, we ensure efficient and cost-effective solutions.

**Construction Phase |** During construction, our plumbers collaborate with architects, engineers, and builders to create tailored systems to meet your specific requirements. We ensure compliance with building codes and regulations. Our goal is to deliver plumbing infrastructure that supports your buildings needs and provides reliable water supply and waste removal systems.

**Programmed Preventive Maintenance |** We understand the importance of preventive maintenance in preserving the integrity and performance of your plumbing system. Our team implements a comprehensive programmed preventive maintenance strategy to proactively identify and address potential issues before they escalate.

**Emergency Response |** We recognise that plumbing emergencies can arise unexpectedly, causing significant inconvenience and potential damage. Our dedicated team is equipped to handle such situations swiftly and efficiently. With our prompt response and expertise, we will address emergencies like burst pipes, clogged drains and faulty fixtures, minimising downtime and ensuring a quick restoration of normal operations.

**Incorporating Technology & Sustainability |** As technology continues to advance, we remain at the forefront of plumbing innovation. Our team is well-versed in the integration of smart systems, which provide real-time monitoring and remote control capabilities. These systems allow for efficient water management, leak detection, and optimisation of energy usage, promoting sustainability and cost savings for your facility.

## Industry Sectors



*Schools  
& Education*



*Immigration &  
Correctional*



*Health  
& Aged Care*



*Commercial &  
Shopping Centres*

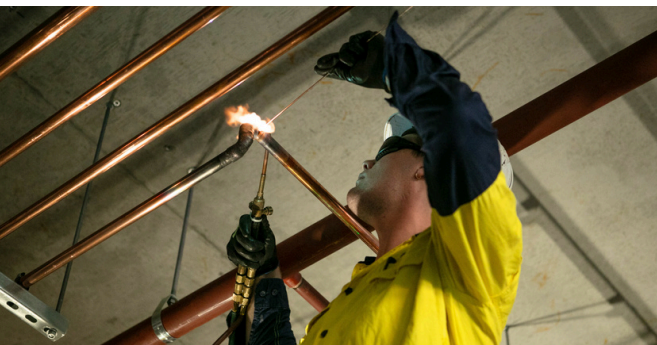


*Hospitality*



*Industrial*





# Plumbing

Plumbing is an essential part of any building's infrastructure. A well-designed and properly functioning plumbing system is crucial for maintaining the health and safety of the building occupants, as well as ensuring the longevity and efficiency of the building.

We specialise in:

- Service & Maintenance
- Residential plumbing
- Commercial plumbing
- Industrial plumbing
- Civil plumbing
- Roofing and Guttering
- Facility Management
- TMV installation and testing
- Backflow installation and testing
- Fire services and systems
- Leak detection
- Poly welding
- Smart metering
- Jetting blocked drains

*"O'Brien Plumbing are proving to be a valuable partner in the delivery of the CODA Apartments Coffs Harbour. The O'Brien team have been professional, solution driven and always ready to assist from the early site investigation works in 2022, through to now commencing the fit out of 95 Apartments across 13 levels. O'Brien Plumbing have met all safety, Program and QA requirements of the Project to date and we look forward to continuing the working partnership for the delivery of CODA."*

**David Olsen**

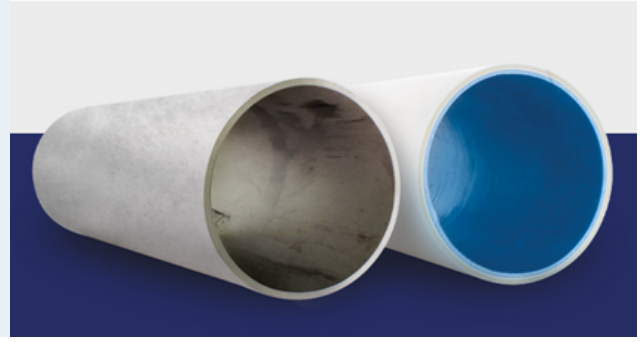
Senior Project Engineer, Paynter Dixon

**paynter  
dixon**





# Pipe Relining



We provide superior end-to-end solutions that increases the performance, strength and life span of your aging infrastructure. Our products are at the forefront of rehabilitation technology. They enable us to provide costume solutions to structurally repair asset infrastructure with minimal disruptions.

## How it works:

Our pipe relining service offers a simple cost -effective alternative to tradition to traditional pipe replacements. This 'no dig' solution utilises cured-in-place pipe 'CIPP' materials to effectively bond and mold to the host pipe preventing infiltration and exfiltration, restoring structural integrity, eliminating weak joints and repairing multiple bends and junctions. You will have peace of mind with up to 50 year manufacturer's warranty.

## Our services include:

- High pressure drain cleaning
- CCTV Inspection and reporting
- Pipe relining
- Domestic and commercial pipe relining, manhole and pit rehabilitation.
- Pipe locating

## We have completed projects across the following industries:

- Government contracts
- Residential living
- Commercial facilities
- Civil contractors
- Shopping & leisure centres
- Industrial & factories
- Apartments & hotels



# Compliance & Network Systems



## **Plant, Equipment & PPE**

Manage, assign & track all aspects of your assets. Book & collect shared plant & equipment, including Pre-Checks & Post-Checks bespoke to each item.



## **Full Automated Reminder System**

Using Email & SMS reminders. Ensuring important tasks are never missed.



## **Individual Access Via Mobile App**

Individual task list allows users to track and complete all tasks allocated to them.



## **Network Management**

Ensure staff are compliant & sign into your job sites correctly.

O'Brien Plumbing & Relining Coffs Harbour is proactively dedicated to compliance, and are committed to protecting people, property and the environment

Our HSEQ system enables us to streamline the compliance management of our technicians & employees.



## **Document Management**

Real time updating of all documents, policies and procedures. Including versioning and date stamped.



## **Hazardous Substances & Hazard Registers**

Effortlessly record and track the hazardous substances and other hazards.



## **Dashboard**

Overview of what's overdue and coming up. Leave Calendar



## **Personal Management**

Keep track of licences, qualifications, leave requests

This system effectively tracks licences, inductions, insurances and notifies us in advance when they are approaching their expiration dates so all compliance documentation remains current.

# Job Management System

Our job management system ensures seamless coordination and efficient handling of your requests. You can easily request a job directly by phone or email. Once received, jobs are promptly scheduled and managed online, then dispatched directly to the tradesperson's mobile device for immediate attention.

As they attend to the task, all pertinent job details are recorded via their device, providing live updates in our system. After completion, each job undergoes a thorough audit to ensure client satisfaction, maintaining our commitment to excellence in service delivery.



# Our Programmed Preventative Maintenance

O'Brien Plumbing and Relining audits and maintains assets across all of your organisation's sites.

All assets are recorded and tested using our Asset Management system ensuring that technical support and the ordering of parts is accurate and efficient. With the ability to attach photos directly to the asset, we will have an accurate record of everything.

**Audit** – Audit of Buildings and Property

**Record Assets** – Site details recorded in Asset Management system

**Quote** – Prepare and Supply quote for our Programmed Preventative Maintenance

**Undertake Works** – Ongoing as per the agreed Maintenance Schedule

**Identify** – Identify potential Maintenance and Repair issues

**Quote** – Provide Competitive Quotes to Rectify

**Respond** – On Call to respond to Emergency



## Asset Management & Monitoring

Online asset monitoring – Easily installed sensors supply near real-time data about building asset performance, enabling informed decisions to be made based directly on the condition of the asset.

Gateways connect the data captured from nodes and sensors to an intuitive dashboard, allowing for easy site and asset monitoring. Once plugged into mains, the gateways instantly establish an RF based private network to the nodes and sensors on-site.

Data from the sensors is then pushed to the IoT platform via a GSM sim card or LAN connection within the gateway where it is transformed into customer facing insights on the IoT Dashboards.



**Water Leak Detection | Indoor Air Quality Monitoring | Airflow and Air Pressure Monitoring | Temperature & Humidity Monitoring | People Counting**

# Recent Projects



## The Shoreline, Headland Terrace

*Construction of Luxury Retirement Living Terrace's in Coffs Harbour.*

*Sewer, Stormwater, Fire, Internal Fixtures and Fittings & Drainage*

Partnered with



## CODA Apartments

*Construction of Luxury contemporary Apartments in the heart of Coffs Harbour*

*Sewer, Stormwater, Fire, Internal Fixtures and Fittings & Drainage*

Partnered with



## Grafton Aquatic Centre

*Reconstruction of the community Aquatic Centre with a new Indoor centre, amenities, splashpad and 50m outdoor pool with grandstand.*

*Sewer, Stormwater, Internal Fixtures and Fittings & Drainage*

Partnered with



## Harwood Island Public School

*Upgrade of Schools Septic System to ensure Australian Standards.*

*Demolition, Earthworks, Hydraulic Services, Electrical Services, Landscaping*

Partnered with





## Trusted by Our Clients



*"FM Glenn Constructions have had the pleasure of working closely with the team from O'Brien Plumbing & Relining for over 4 years when they came on board to work with us on one of our major projects, The Shoreline, a luxury retirement village which was constructed over 3 stages.*

*We have always found them to act in a professional and timely manner and their workmanship to be of the highest quality. They are cooperative, forward thinkers that manage their work with confidence."*

# Key Personnel

Collectively, we have over 100 staff within our company. Our team delivers local experience which provides an advantage in understanding projects and maintaining relationships.

## **Jake Campbell, *Managing Director***

Jake began his career in the trade industry over 20 years ago. With a focus on client satisfaction and delivering high-quality results Jake has a vision for the group to establish ourselves as one of Australia's top hydraulic and electrical contractors.

## **Will Ward, *Business Manager***

Will's priority is to ensure that our team provides efficient and high-quality plumbing services to our clients. We strive to maintain a professional and reliable reputation in the industry by staying up-to-date with the latest plumbing technologies and techniques, and by consistently delivering exceptional customer service.

The industry is ever changing and evolving and Will is a vital part part of the future planning.

## **Jonathon Marshall, *Service & Maintenance Manager***

Jonathon is the Service and Maintenance Manager, he brings extensive industry knowledge and hands-on expertise to the role. Known for his strong leadership and proactive approach, Jonathon ensures seamless coordination of our service and maintenance operations. His commitment to excellence guarantees high-quality outcomes for our clients and timely solutions for their plumbing and relining needs.



# Accreditations & Licences

- NSW Lic No. 256184C
- QLD Lic No. 1259350
- VIC Lic. No. 111237
- ACT Lic No. 2015668
- SA Lic No. PGE 262873
- TAS Lic No. 1379700
- WA Lic No. PL10440
- Master Plumber Member
- NECA member
- CM3 registered and compliant
- Construction Industry Inducted (White Card)
- ASIC accredited
- Confined Space Licenced
- National Police Checks
- TMV and Backflow qualified
- Covid / Flu vaccinated
- First Aid / CPR trained
- EWP Operator licenced
- Excavator Operations licenced
- Front End Loader licenced
- HR licenced
- Rescue Live LV Panel licenced
- Skid Steer Loader Operations
- WPCG qualified
- Roof Anchor Certified



WORKPLACE  
CLEARANCE  
GROUP



## We are committed to



Safety



Quality



Environment



## Thank You

Thank you for considering our plumbing and relining services. We're committed to providing the highest quality solutions and ensuring your complete satisfaction. Should you have any questions or require any further information, please reach out.

## Contact Us

### O'Brien Plumbing & Relining Coffs Harbour

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