



# CAPABILITY STATEMENT

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# WHO WE ARE

Established in 2010, Vision Electrical Pty Ltd has more than 100 years combined industry experience across all sectors of the electrical industry.

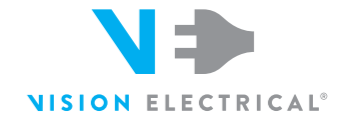
We are experts in all types of electrical systems, ranging from simple service work through to complex commercial, mission critical, high risk switchboard repairs, upgrades & installations.

Vision Electrical has the resources, management expertise, experience and financial capacity to successfully undertake all levels of electrical installations and maintenance.

By providing service excellence in all aspects of our operation, our clients are rest-assured that we are a dedicated supply chain partner they can trust and rely on to represent their respective organisations with the highest level of professionalism. Our commitment to customer service ensures that our clients employees, tenants, customers

& other stake holders are treated with the highest level of respect.

We pride ourselves on our reliable, cost-effective, reactive and planned maintenance services that ensures our customers' requirements are met whilst maintaining their statutory obligations around essential services testing.



**“Our purpose is simple; to combine excellent service with end-to-end technical solutions for all of your electrical needs.”**

**Cale Christensen  
– Director**





# OUR DIFFERENCE

**We are a genuine, turn-key, electrical services provider who truly value the relationships we build, and the sites we maintain. We thoroughly understand the careful, detailed planning and co-ordination required to successfully and effectively carry out work in environments which are open to the public, employees and other personnel.**



**Remaining independently & family owned ensures that a tier one experience is provided to all of our valued clients.**

- ✓ Tailored maintenance packages to suits your requirements and budget
- ✓ End to end solutions with a long-term support network
- ✓ Highly experienced Master Electricians
- ✓ 24/7 Help desk
- ✓ 24/7 Response Time
- ✓ Guaranteed Response Time to Contracted clients
- ✓ Real time Comprehensive Reporting
- ✓ Customer portal access with the ability to view all jobs, quotes, invoices and reports
- ✓ Risk management and safety compliance to AS4801
- ✓ Professionally managed, highly trained technical specialists
- ✓ Regulatory Support and compliance
- ✓ Energy Efficient Performance Reports
- ✓ Dedicated Account Manager

# OUR TEAM

**“We are passionate about good people, high quality, and your success.”**

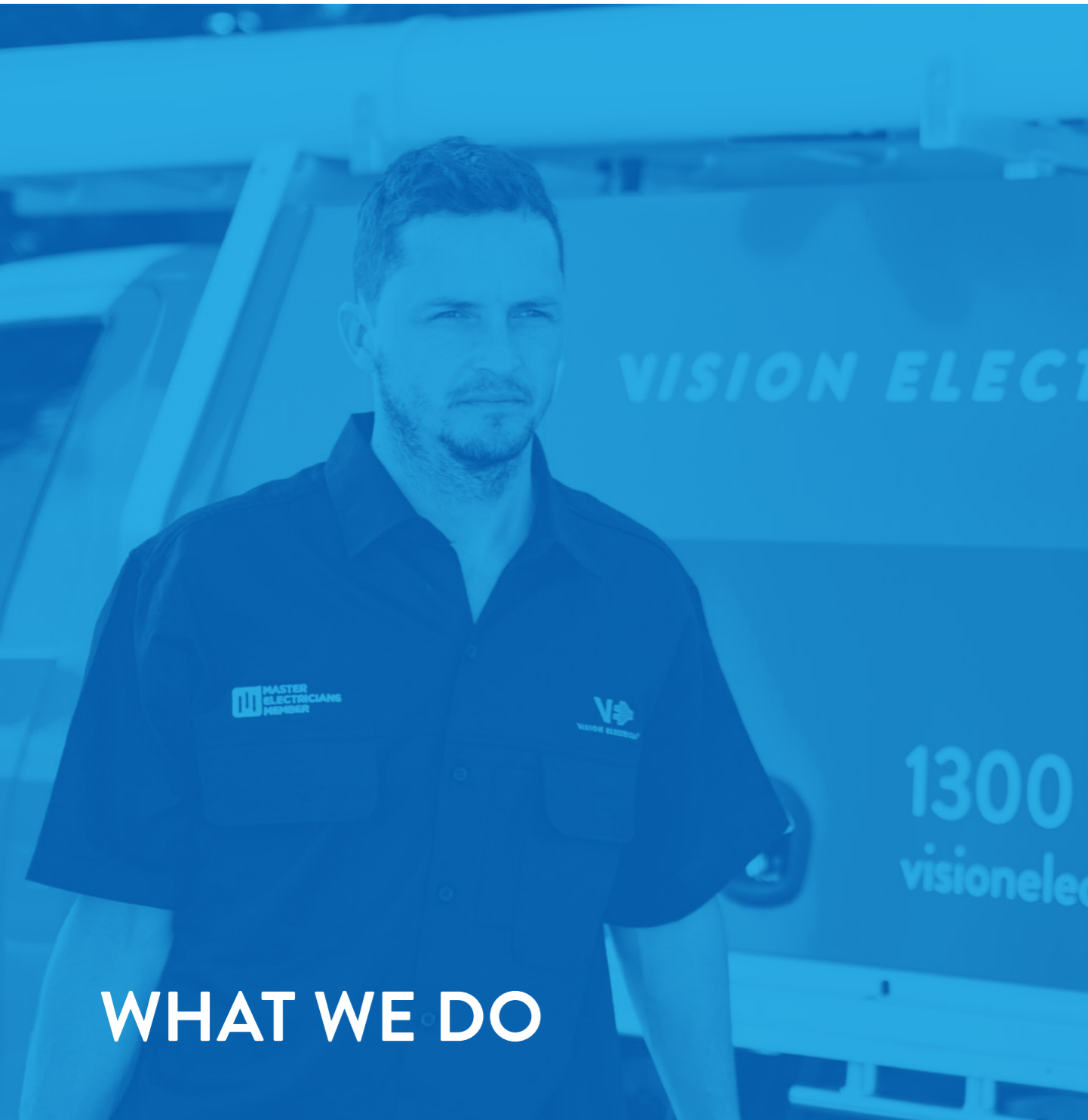
Vision Electrical captures all elements of the electrical industry with a strong focus to the ongoing development of our people ensuring that our team are provided with the most current Technical Information, Legislation, Codes of Practice and Australian Standards. Each of our team undertakes Vision Electrical’s rigorous screening and induction process to ensure there are no gaps in our customers supply chain.

**Each of our service team hold the below competencies as a minimum;**

- ✓ Rigorous Vision Electrical induction
- ✓ Electrical Workers Licence
- ✓ National Police Clearance
- ✓ Mining Grade Pre-Employment Medicals
- ✓ Asbestos Awareness Training
- ✓ Cardiopulmonary Resuscitation (CPR)
- ✓ Low Voltage Rescue
- ✓ Construction Safety White Card
- ✓ Working with Children - Blue card



**“The Vision Electrical team are everything we look for in a service provider, they are; prompt, reliable, courteous, thorough and competitive. We have no hesitation in recommending Vision Electrical.”**



## WHAT WE DO

**We deliver service excellence in all aspects of our operations. Our aim is to become your trusted, supply chain partner providing a long-term support network.**

Whether you need 24-hour emergency breakdown support, a planned maintenance regime or a design & installation for a speciality project, we can tailor a solution to meet your needs and objectives.

### Our Services

- ✓ Regulatory compliance verification and testing:
  - » *Emergency & Exit Lights*
  - » *Residual Current Devices (Safety Switches)*
  - » *Appliance testing and tagging*
  - » *Smoke Alarm Testing*
- ✓ Same day emergency response breakdowns
- ✓ 24/7 Service
- ✓ Switchboard repairs, upgrades & installations
- ✓ Thermal Imaging
- ✓ Appliance repairs
- ✓ LED lighting upgrades
- ✓ All types of underground reticulation systems
- ✓ Street, path lighting, garden and feature
- ✓ Shop & OFFICE fit outs
- ✓ Data & Communications
- ✓ Air Conditioning installations & replacements

**“Service begins from the moment you call”**

**Specialty Projects**  
Quick response, quick turn around with minimal disruption to your operations. Catering specifically to short term works and plant upgrades

# GEOGRAPHICAL COVERAGE

**“When faults and problems occur, you need a company you can rely on to resolve them promptly.”**

Providing 24-hour coverage to Northern New South Wales and South East Queensland our Technicians are allocated zones throughout our catchment area, providing our clients with rapid responsive times. With the latest in mobile technology our technicians complete job cards, risk assessments, equipment test reports and quotes from the field, removing unnecessary administration, seamlessly providing our clients, critical information they need to make decisions sooner. Traditionally, we have not offered services outside of this catchment area, however by utilising our network of pre-qualified subcontractors we are able to manage any site in Australia.



## 01

### Preventative Maintenance

Our Planned Routine Compliance Verification and Testing programs ensure that your site remains compliant with the relevant Legislative, Work Cover obligations.

At the commencement of each contract, a full life cycle analysis is provided to our clients accompanied with our Traffic Light Report. This report clearly communicates the condition of the equipment and prioritises any defects, enabling an effective strategy to be implemented in returning the plant to a satisfactory condition.

## 02

### Asset Management

Leveraging one of the world's largest asset management programs we're able to provide real-time reporting and with access to our individually customised customer portal your team can receive real time updates, reports, equipment history and much more.

By combining our highly effective technicians with the latest in modern technology, we're able to seamlessly manage your assets, ensuring value for money, compliance and peak performance are achieved at all times.

## 03

### Renowned Service

When faults and problems occur, you need a company you can rely on to resolve them promptly. To achieve this we've structured our business with specialist quick response teams to attend quickly, minimising the cost of downtime, returning your facility back to its optimum operating conditions in the shortest time-frame possible.

With our industry leading technical specialists, helpful support staff and professional account managers who oversee all jobs, we are committed to our promise of excellent service.

## 04

### Project Flexibility

Whether you need a single power point installed, an entire fit out or switchboard, we have the depth and experience to deliver projects of any size and complexity.

Our projects are delivered by our in-house projects team whom are dedicated to delivering the highest quality standards on time and on budget.

We specialise in quick response, quick turnaround projects with minimal disruption to your operations.



# CONTRACTS, KPI'S & INNOVATION

**“Our high manager-to-technician ratio ensures that you’ll receive a personalised service, have access to a dedicated account manager whom can provide technical support, solutions to breakdowns and act as a single contact point for all of your needs.”**

**With an open source Application Programming Interface (API) we have the ability to design customised, contract specific reports to ensure KPI's and Compliance are achieved at all times.**

## 05

### KPI, Contract Compliance and Management

Understanding that complex facilities and contracts rely on smart, reliable, data driven analytics to drive decision making, we operate on an industry leading, cloud based, Enterprise Resource Planning (ERP) program. Our program can report on all types of KPI's, Contract Performance and Compliance.

With an open source Application Programming Interface (API) we have the ability to design customised, contract specific reports to ensure KPI's and Compliance are achieved at all times. This same system underpins our Planned Maintenance, Essential Services and Maintenance schedules to ensure that your facilities equipment is being maintained in accordance with Legislation, Australia Standards and your Contract.

## 06

### Experienced Management Team

Whether you need a single power point installed, an entire fit out or switchboard, we have the depth and experience to deliver projects of any size and complexity.

Our projects are delivered by our in-house projects team whom are dedicated to delivering the highest quality standards on time and on budget.

We specialise in quick response, quick turnaround projects with minimal disruption to your operations.



# COMPLIANCE



“We understand that our Service Technicians are an extension of your work force, that’s why we only employ the industries top talent.”



**Our Quality Management System embraces the following key principles;**

- ✓ The satisfaction of customers, both external and internal, shall be the primary focus of the quality management activities
- ✓ To ensure customer orders are delivered as expected and on time
- ✓ To continuously improve production efficiency
- ✓ Compliance with the requirements of ISO 9001:2016
- ✓ Systems and controls shall be prevention based to foster more effective decision making
- ✓ Suppliers are integral to the quality process and company staff shall work closely with them to meet customer’s needs
- ✓ Staff shall be encouraged and empowered to participate in quality improvement activities through teamwork and focused task groups
- ✓ All staff shall have individual responsibility for understanding and applying this Quality policy in the performance of their tasks
- ✓ Company management is fully committed to this Quality Management System through active participation in quality improvement activities and leadership

## 07

### Innovation & Technology

A uniqueness of our service is achieved by being technically innovative at the very heart of our business. Operating on an industry leading, cloud based, Enterprise Resource Planning (ERP) program we’re able to deliver end-to-end solutions with sophisticated logistics, dispatch and real-time reporting between our technicians, the office and clients.

Technicians are connected with the office through our Connect mobile app. Technicians update times, materials, job details and photos in real time. As soon as a job is complete, you’ll be able to see all this information on your device through our Customer Portal. The seamless office-to-field connection offers reliable breakdown response times, effective maintenance programs, lowers overall costs and provides a range of reporting capabilities.

## 08

### Quality Committed

Vision Electrical are committed to our proven AS/NZS ISO9001:2016 compliant, Quality Management System, that ensures the delivery, workmanship, quality and service are of the highest standard.

This system is founded on the principles of Customer Focus, Management Leadership, Involvement of People, Systems Approach to Management, Continual Improvement, Factual Approach to Decision Making and Mutually Beneficial Supplier Relationships.

We continually measure our performance against established quality objectives that are underpinned by this Quality Management System.

# 09

## Our commitment to the environment

We are committed to a policy of providing high quality products and services in a manner which will protect and improve the environment for all of our activities. We will work closely with our clients, contractors, the community, industry and external agencies to establish the procedures by which we can make a positive contribution towards innovative and cost-effective and sustainable environmental outcomes.



**Responsible management of environmental issues is an essential part of achieving our business objectives. Accordingly, we are committed to conducting our activities in ways which will:**

.....  
Improve our awareness and management of environmental risks and avoid, reduce and prevent pollution.

.....  
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.....  
Comply with environmental legislation and other requirements.

.....  
Promote waste minimisation and energy management.

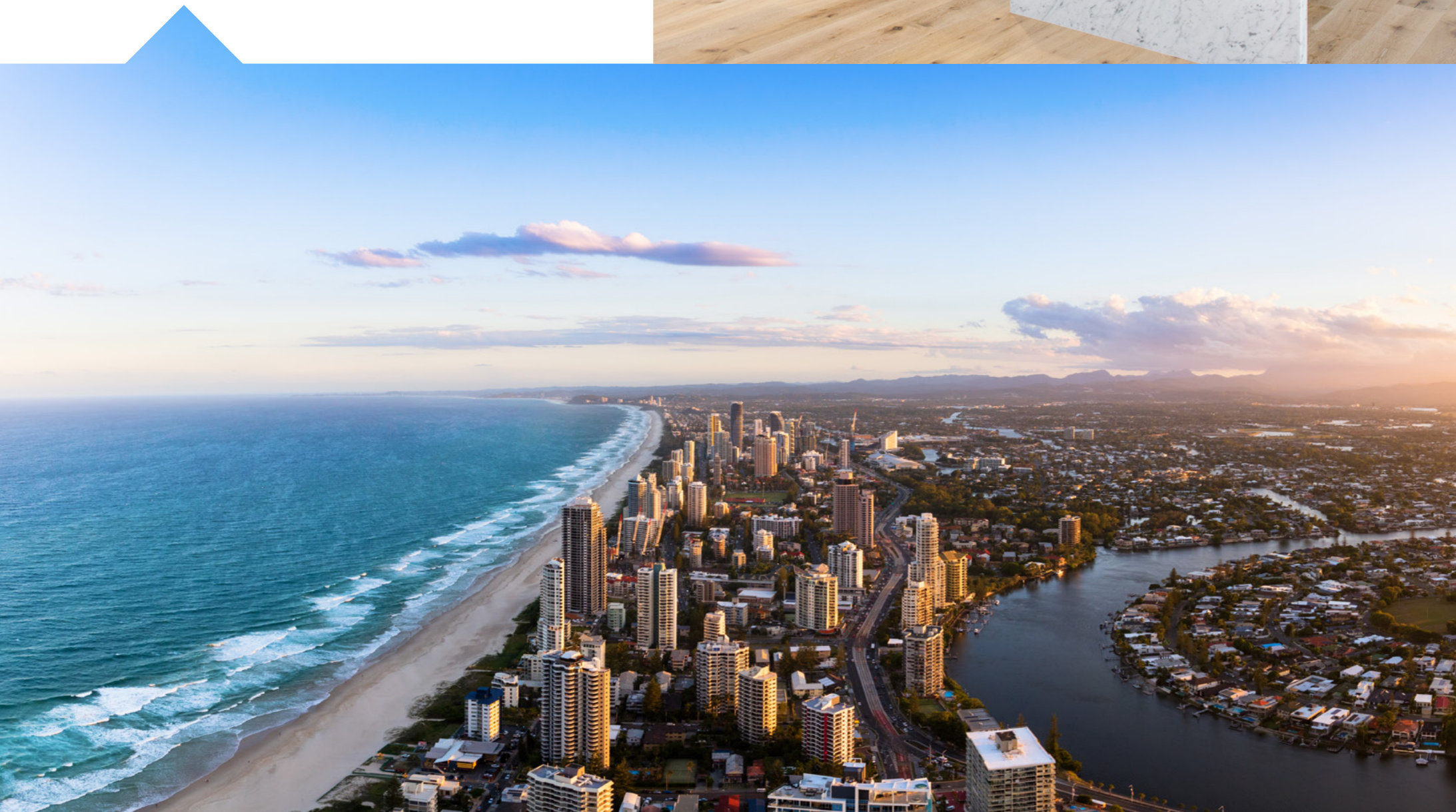
**The Environmental Management System will:**

.....  
Set a clear policy direction for environmental issues and objectives.

.....  
Establish systems for auditing monitoring and reporting performance.

.....  
Identify and promptly resolve any non-conformances

.....  
and document any necessary procedural changes.



## Our focus on health & safety

We understand the creation and maintenance of a safe and healthy working environment is a major part of our overall responsibilities, and that all workers with management or supervisory responsibilities are personally accountable for the health and safety of workers and visitors in their specific work areas.

In conjunction with this policy, individual safe work procedures, risk assessments and safe work method statements have been prepared in consultation with relevant workers and issued.



**“We have integrated the Master Electricians Australia’s Quality and Safety Management System’s throughout all areas of our business.”**

**Work Health and Safety is important and we all have an obligation to ensure that we have a safe and healthy working environment and we encourage you to actively participate so that we may achieve this goal.**

We expect all workers, at levels within the organisation, contractors and visitors to our workplaces to follow safe work practices as prescribed under the legislation and in our policies and procedures, and that they make every effort to eliminate work related injuries and illness to themselves and others. We will provide adequate resources to manage and maintain the system, fulfil measurable objectives and targets, together with regular training on work health and safety and provide and promote rehabilitation.

We constantly strive for continual improvement to our system, which has been based upon AS/NZS 4801 and OHSAS 18001.

# OUR CLIENTS

“We partner with our clients to pro-actively manage your Electrical equipment and compliance so that they don’t have to. This relationship will allow you to focus on what’s important, your business.”



01

Longbeach



02

Admiral North



03

Newport on Main



40/40 CREATIVE



AUSTRALIA POST



BAKERS DELIGHT



HILTON SURFERS PARADISE



BUILDING RECTIFICATION SERVICES



CUSHMAN & WAKEFIELD



GOLD COAST WATERWAYS AUTHORITY



HARCOURTS



LJ HOOKER



JW. PRESTIGE AGENTS



PRD NATIONWIDE



PROFESSIONALS



THE MAD HUEYS



PROTECTIVE GROUP



BREAKFREE

# AIR CONDITIONING

Vision Electrical's Gold Coast air conditioning technicians pride themselves on their attention to detail and top quality workmanship. Air conditioning is a necessity all over Australia but especially on the Gold Coast where we have a very harsh environment. We have great wholesale accounts with the best air conditioning manufacturers in the industry, this price saving gets passed down to you the customer. We take care of the lot, we will design, supply and install the best solution for each and every situation.



**Our team of dual trade, electrical & air conditioning technicians have the capability to install any size system.**

From split systems to ducted commercial installations and everything in-between our technicians are experienced with a wide range of suppliers;



## Split System

Our team of experts will look after everything from start to finish including removal & disposal of your old faulty air conditioner. We advise & supply the best brand and model for your situation and execute a quality install to ensure your new air conditioner will last well past its 5 year manufacturers warranty period.

## Ducted

Ducted air conditioning is the ultimate climate control solution for your whole home. It is the most visually appealing solution as well as the most efficient. The main indoor unit is normally installed in your roof space making it a very quiet solution. Ducted air conditioning will also be the cheapest option to cool your entire home.

## Services

With our cloud based management system we can keep an asset register of your system and report on any potential problems before they happen. We can also supply a air conditioning maintenance plan. Then all you have to do is sit back and enjoy the perfectly conditioned air for many years to come.

# PROPERTY MANAGER

We are available 24/7 and are happy to be listed as your preferred emergency repairer on your tenancy agreements. We are familiar with the Residential Tenancies and Rooming Accommodation Act 2008 and understand what is deemed an emergency.

We know that being a property manager is a demanding job. That's why we have developed a hassle-free experience for our property managers. Send us your work orders and we will worry about the rest. We will organise EVERYTHING...

## Key Points

- |                               |                          |
|-------------------------------|--------------------------|
| ✓ VE Warranty                 | ✓ VE Weekly Reporting    |
| ✓ Free Quotes                 | ✓ Smoke Alarm Compliance |
| ✓ Free Advice                 | ✓ VE Safety Tick         |
| ✓ 24/7 Service                | ✓ Master Electricians    |
| ✓ Same-Day Emergency Response |                          |

## Solving the Problem

### SAVING YOUR TIME WITH FORM 9'S

No need to email/call or text your tenants to arrange maintenance. We will call your tenants and arrange a suitable time to attend. If we can't get hold of your tenants we will email them (and you, the property manager) a Form 9 Entry Notice, and send a reminder text the day before.

### AT YOUR SERVICE

Tenants don't need to be home for us to attend, we can collect keys if needed and drop them back to your agency within 24 hours.

### WEEKLY REPORTING

No more chasing tradies to see what's happening with your work orders. Each week we will send through a list of your current work orders and outline their progress.

### EXTRA MILE

If needed we will call your landlords, we know that sometimes the landlord wants more information whilst we are onsite. We are happy to call them directly to discuss any issues while we are onsite. Just let us know when you send through your work order.

**“After dealing with many different electricians I stumbled across Vision Electrical and to be honest I haven't looked back. Cale and the boys are always on time and very professional. Work orders are attended too within 24 hours and quotes are clear and efficient. Definitely recommend using them.”**

– JW. Prestige Agents

**“With many years experience in property management, I understand the value of good contractors and I have no hesitation in recommending Vision Electrical. Vision Electrical is an excellent example of a well-organised, capable, and professional company that is very competitive in their area of expertise. It is a pleasure to work with them.”**

– Kollosche Prestige Agents



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