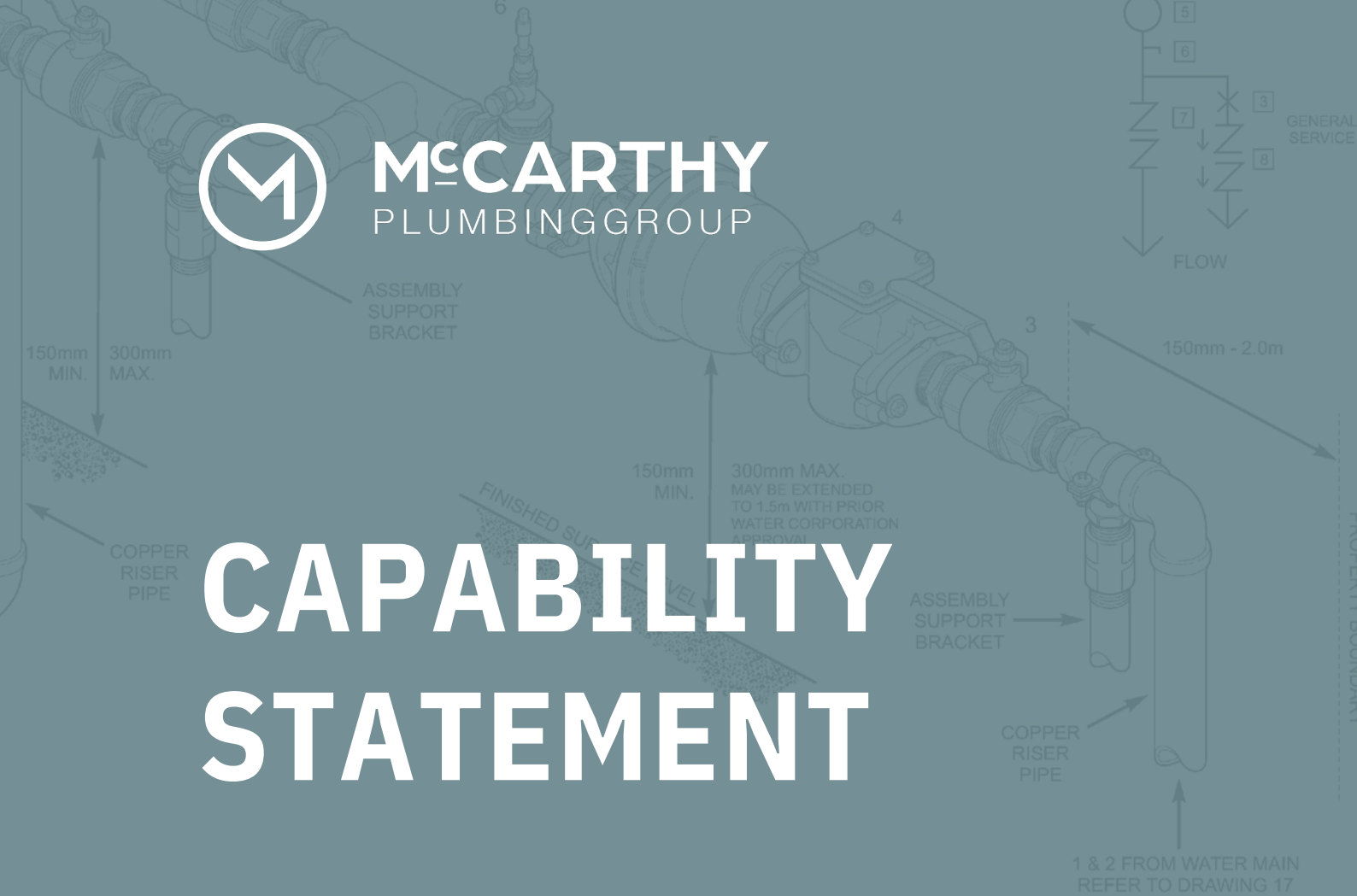




MCCARTHY
PLUMBINGGROUP

CAPABILITY STATEMENT



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WHO WE ARE



McCarthy Plumbing Group is a multi-award winning plumbing business based in Western Melbourne with a staff of 20 and is owned and managed by husband and wife team Cat and David McCarthy. Established in 2013, our purpose is to provide an excellent plumbing service to our clients, delivering a customer experience with family spirit by our happy, talented team. We provide high quality workmanship safely, on time and on budget. We nurture relationships with our clients who are builders with brilliance, business owners requiring expertise, real estate and corporate service agents searching for professionalism and urgency, and residential clients who want to find their trusted lifelong plumber.

We pride ourselves on excellence and were recently named 2021 Australian Small Business Champions Plumbing Champions. We won two other National awards prior to this including the 2019 and 2020 My Business Awards National Trades Business of the Year.. Our vision is to be the destination plumbing company in Melbourne for service excellence and talented Plumbers, endorsed by our clients and revered by industry. To achieve our vision and purpose, we must make an outstanding first impression to our clients and deliver excellent service.

OUR TEAM

Our high-performance trade specialists are led by a team of ambitious, strategic, and innovative Managers with an acute amount of industry experience. Our team is galvanized by our commitment to delivering a seamless experience for our clients and our pledge to our values.



David McCarthy

Director/Owner

David is the Managing Director and owner of McCarthy Plumbing Group. David, a licensed plumber, has 20 years' experience in commercial and residential plumbing in regional and metropolitan Victoria, Western Australia and in London, United Kingdom. David started McCarthy Plumbing Group as a sub-contractor under David McCarthy Plumbing and grew the company rapidly due to his reputation for quality plumbing work and the client experience. David's most notable projects included managing a team of over 60 plumbing technicians at the Bermondsey Central, Regents Place and the multi-award winning renovation of the Tapestry Building, originally built in 1771 by the East India Company. David is an innovative thinker with a growth mindset and is a Board Member of the National Board of Directors of the Master Plumbers Association.



Paul Spiteri

Operations Manager –
Maintenance

Paul commenced his journey with McCarthy Plumbing Group as our first ever full-time registered plumber back in 2014, however has been plumbing since 2008. Paul is a well-respected maintenance plumber in the industry and wider community and has an enviable strike rate with winning quotes due to the trust and respect he gains from our clients for taking the time to explain their projects to them. Paul's impeccable work ethic has him held in high regard as a mentor for all of our trade specialists and apprentices.



Cat McCarthy

Safety, Culture & Marketing/ Owner

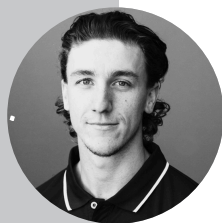
Cat is a strategic thinker, who values team culture above all else to ensure the McCarthy Plumbing Group team remains high performing. Cat previously worked for the AFL, Wirrpanda Foundation and for the Fulham Football Club in the UK, honing her skills in community and people development. She is a graduate of Edith Cowan University where she studied Social Science and Marketing and utilizes this experience in her role at McCarthy Plumbing Group. Cat is a committee member of various business and community groups and is passionate about growing the company sustainably.

OUR TEAM



Paul Bradley
Senior Plumber

Bringing a wealth of international plumbing expertise from Ireland, Paul is an invaluable leader within McCarthy Plumbing Group. With extensive experience in both commercial and residential plumbing, he heads our maintenance team, ensuring seamless service delivery across all sectors. Paul is not just a skilled plumber—he's a positive and intuitive mentor, guiding our team with insight and support. A much-loved member of our crew, Paul's leadership fosters a strong, client-focused approach that sets our service apart.



Aaron Kantar
Senior Plumber

Aaron's journey with McCarthy Plumbing Group is a testament to dedication and growth. Starting as a work experience student, he progressed through an apprenticeship to become a Senior Lead Plumber. With a wealth of knowledge in commercial and residential maintenance plumbing, roofing, and new builds, Aaron now leads our projects team. He oversees boutique new home builds and commercial developments, managing everything from drainage to final fit-off plumbing. Known for his unwavering work ethic, Aaron thrives in high-pressure environments and ensures every project is completed to the highest standard.

OUR VALUES

Peter Drucker once stated, 'Culture eats strategy for breakfast' and we wholeheartedly believe that phrase. Team culture means everything to us. Our high performing team recently decided on 6 core values and behaviours that we wanted to encompass the McCarthy Plumbing Group way of getting things done:

ACCOUNTABILITY

We are responsible for our words, our actions and our outcomes.

We take ownership of our commitments, to our team mates and our clients.

We are a safe, honest and reliable team.

We are not perfect, but we learn from our mistakes.

TEAM CULTURE

We put our team first.

We celebrate great achievements, the little wins and every milestone in between.

We support each other and collaborate as a team.

We have rituals; they make us US.

We thrive on mateship, are empathic and inclusive.

We are high performing innovators.

CONTINUOUS IMPROVEMENT

We're big on lifelong learning.

We're goal setters, and achievers.

We have a willingness to learn and we embrace change.

We have growth mindsets and are positive.

We believe in mentorship.



QUALITY

We like planning and being prepared.
We take pride in our work; and brag about it!
We expect a high standard of work and bring each other up. We are clean and well presented.
We have minimum standards for our team.

.....

SAFETY

We are responsible for ourselves, our team and our clients. Family comes first; we always make it home to them.
We communicate. Always.
We aren't afraid to speak up and say no.
We are risk averse.
Our minds are important too; wellbeing is everything.

.....

COMMUNICATION

We are honest and transparent.
It's all about feedback; constructive so we learn, encouraging so we bloom.
We love to take notes! And photos!
We are efficient and deliver a premium client experience.
We (stop), collaborate and listen.
We smile! We're happy, talented plumbers!
Our clients are our raving fans.

OUR SERVICES

Residential Maintenance Services

- Dedicated plumbers to over 30 real estate agents across Melbourne
- Toilet, shower and tapware general plumbing maintenance
- Blocked drains (CCTV camera and sewer machine)
- Hot water system repair and installation specialists
- Gas fitting and gas leak detection
- Carbon monoxide testing
- Roof and gutter repairs
- Appliance and tapware installation

Commercial Maintenance Services

- Scheduled maintenance
- Emergency maintenance
- Strata maintenance programs
- Factory and shop fit-outs
- Backflow prevention testing

New builds and renovations

- New boutique homes, apartments and commercial properties
- Accessibility modification bathrooms
- Sewer, drainage and excavation works
- Storm water harvesting and retention systems

Other Trade Project Management

We have a thorough network of experienced and reliable trade contractors who can deliver:

- Tiling, grouting and waterproofing
- Cabinet maker and handyman
- Electrician
- Landscaper
- Cleaner
- Painter



PLUMBING CONSULTATIONS, INSPECTIONS & COMPLIANCE

.....

With our extensive experience in providing comprehensive inspection and compliance audit reports, we ensure that your assets are meticulously maintained. Our proactive approach allows us to identify potential issues and address them promptly, thereby extending the lifespan of your plumbing assets within your home or commercial facility. Compliance tasks we can provide include:

- Backflow prevention testing and installation
- Thermostatic Mixing Valve testing and installation
- Grease Trap Maintenance
- Hot water system inspection and compliance
- Plumbing regulation compliance
- Leak detection investigation and repair
- Drain inspections and maintenance
- Water conservation audits and stormwater harvesting
- EPA compliance documentation, auditing reporting and rectifications
- Fire Safety system testing and installation
- Gas Safety Compliance Checks
- Roof leak investigation and rectifications
- Pre-purchase audits

NOTABLE PROJECTS

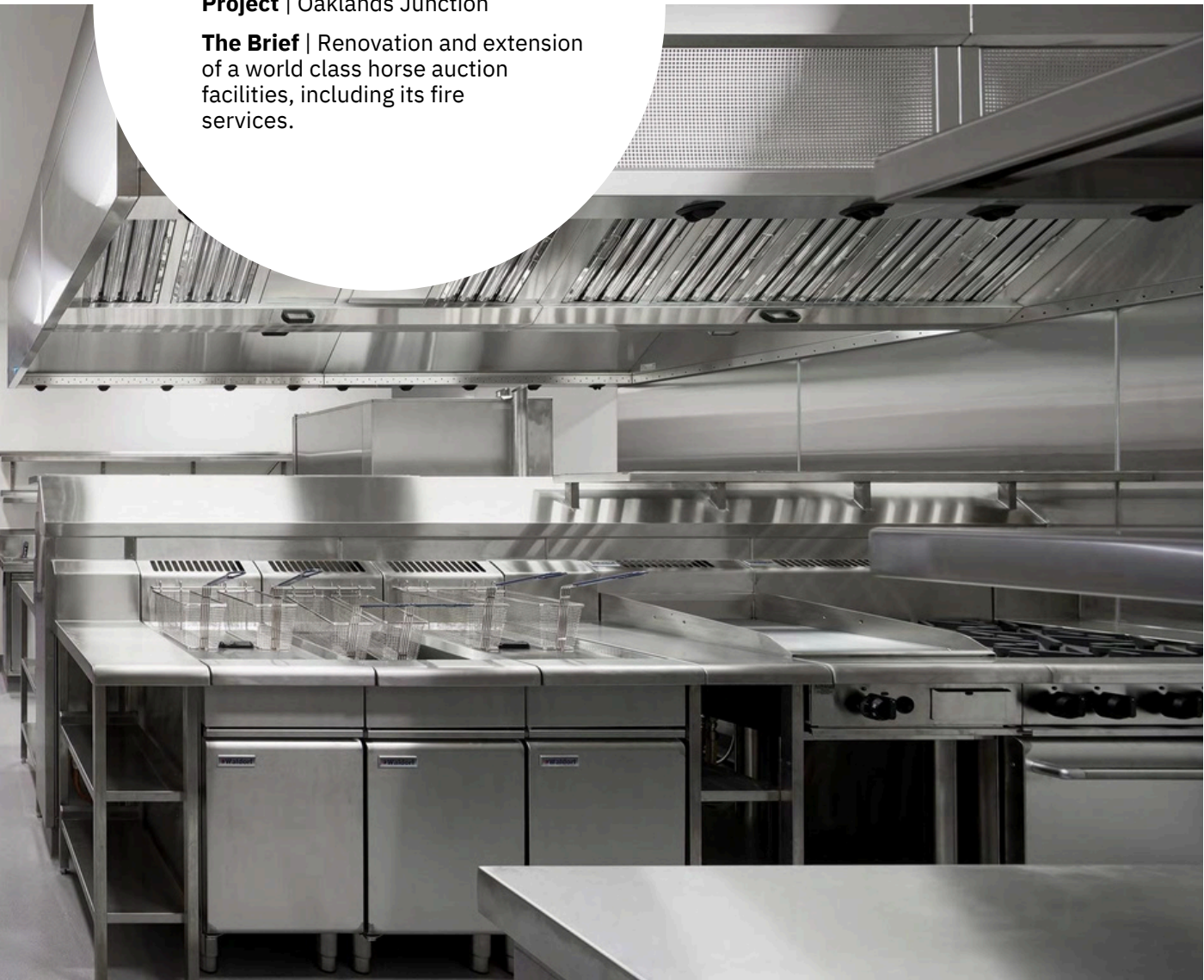


Client

McCormack Inglis

Project | Oaklands Junction

The Brief | Renovation and extension of a world class horse auction facilities, including its fire services.



Client

BGC Constructions

Project | Lyons Street

The Brief | 2023 Australian Housing Award winning former 1856-established

Presbyterian manse with a contemporary extension. Featured in Vogue.





Client

Spence Construction

Project | Jamoa Albert Park

The Brief | Heritage home extension and renovation in inner-Melbourne

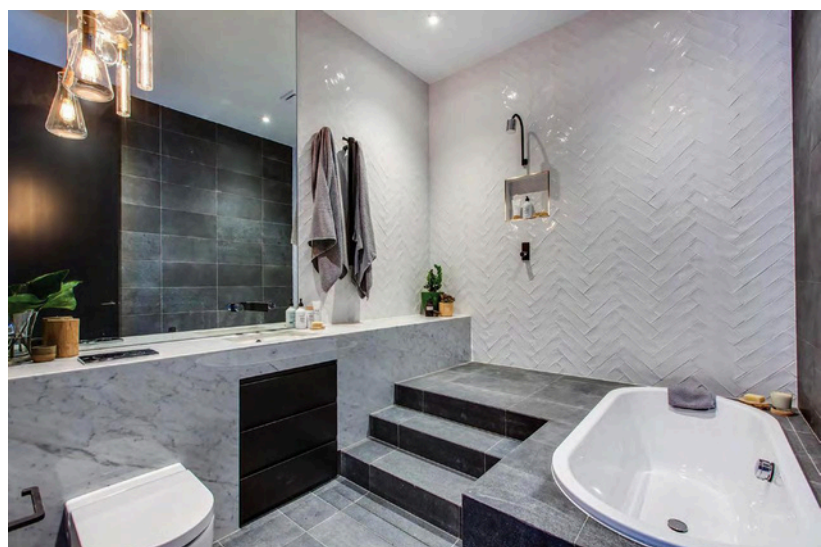


Client

Channel 9

Project | The Block Glasshouse

The Brief | Deliver all high-specification plumbing and gas fitting activities for contestants Michael and Carlene in a high pressure, fast-paced and budget efficient environment



ACCREDITATIONS & INSURANCES

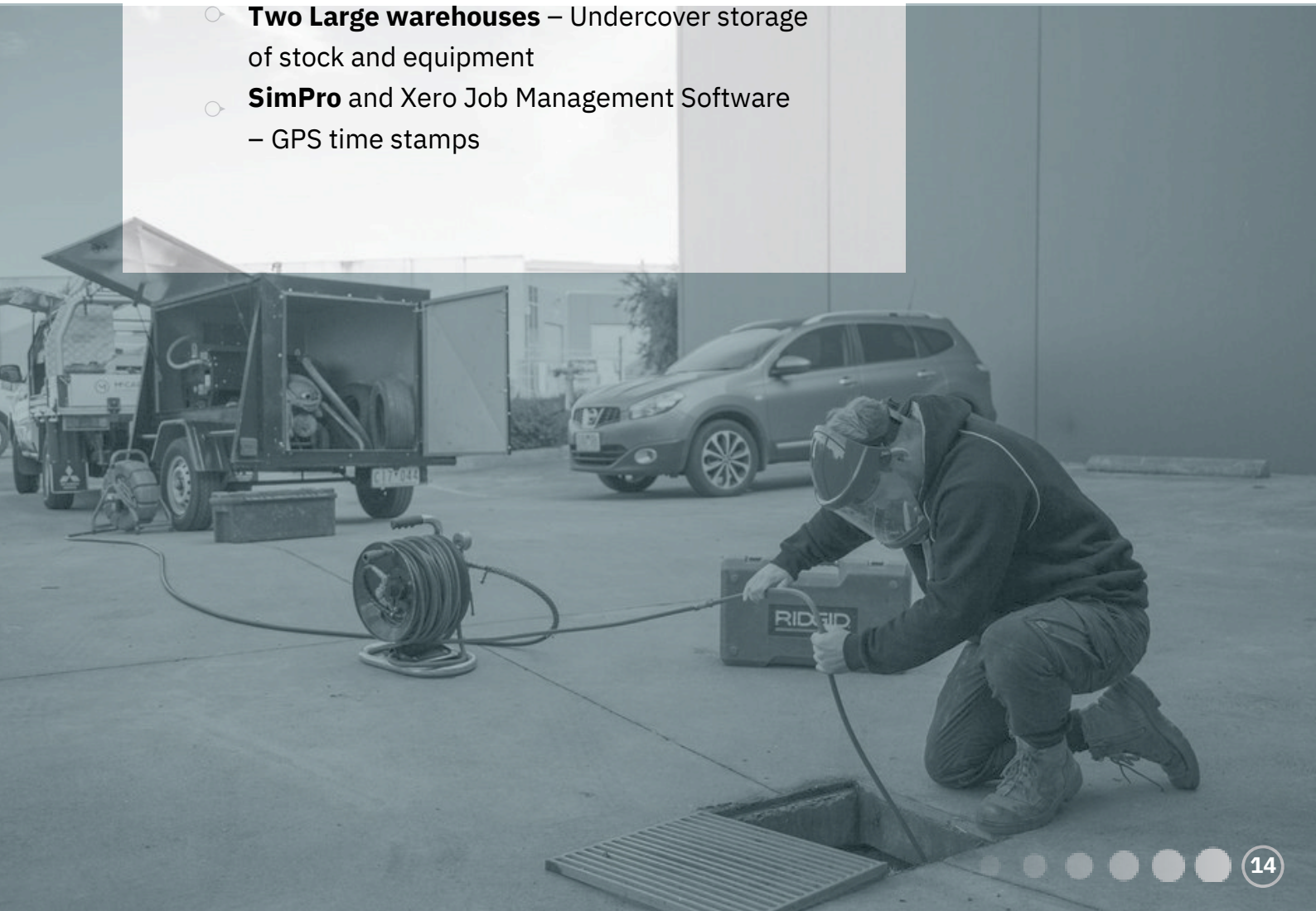
Plumbing License 47867

- All staff have working with children checks
 - All staff have working at safe heights qualification
 - All staff hold a valid White Card Construction OHS Induction
 - All staff have manual handling training
 - All staff have Drain clearing machinery operations
 - qualification All staff have Client Experience Training
-
- Business insurance for our offices/warehouses
 - Mobile tools of trade/equipment coverage
 - Commercial Motor insurance for the company vehicles.
 - Mobile Plant insurance for the excavators/machinery trailers.
 - Broadform Liability Insurance (Public & Products Liability). \$20M.
 - Cyber Insurance. First Party & Third Party cover.
 - Professional Indemnity Insurance.
 - Management Liability Insurance.
 - VIC Workers' Compensation



EQUIPMENT & JOB MANAGEMENT

- **High pressure Drain Cleaning Jetter** up to 400mm pipes
- **14** technician vehicles
- **1.7 tonne Excavator**
- **5.5 tonne Excavator** with rock breaker
- **Latest** pipe fitting tooling
- **Camera and locators** – small and large for all situations.
- **Two Large warehouses** – Undercover storage of stock and equipment
- **SimPro** and Xero Job Management Software – GPS time stamps



MEMBERSHIP & COMMUNITY

Master Plumbers Association of Victoria | 2014 - current

National Plumbing Council 2020 | current

David McCarthy – Master Plumbers Association National Board of Directors
Board Member | 2022 - current

Committee for Wyndham 2020 | current

Wyndham Biznet 2018 | current

Seabrook Cricket Club Platinum Sponsors | 2019, 2020

Point Cook Jets Soccer Club Silver Sponsors | 2020 - 2024

Wyndham Health Foundation Platinum Sponsors | 2020 – 2025

Werribee Racing Club | 2022 - 2024

Australian Partners of Defence (APOD) | current

Altona Sports Centre | 2023 - current

Sanctuary Lakes Netball Club | current

Point Cook Centrals Cricket Club | 2026

Point Cook Football Club | 2026



AWARDS



WINNER

Australian Small Business Champions
Plumbing Award

2021

WINNER

Winner Plumbing and Fire Industry Awards
Excellence in Administration Support

2023

WINNER

My Business Awards
Trade and Construction Award

2019

WINNER

My Business Awards
Trade and Construction Award

2020

FINALIST

Plumbing Fire Industry Award

2017 | 2019

TRADE FINALISTS

Wyndham Business Award

2017 | 2019 | 2022

WINNER

Plumbing Fire Industry Award

2018 | 2023

WINNER

Wyndham Business Award

2016



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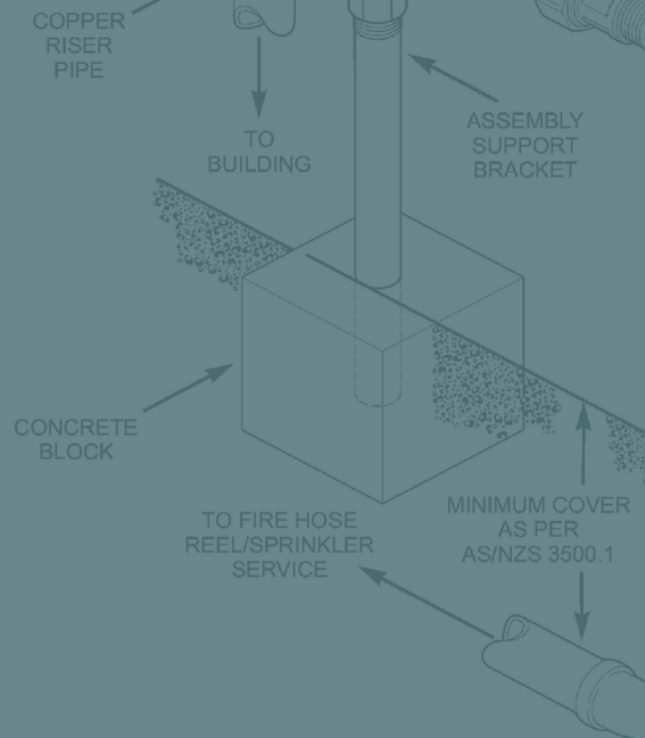
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