



Laser

Plumbing & Roofing

Company Profile & Capability Statement



Newcastle | Lake Macquarie | Central Coast
Port Stephens | Hunter Valley

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*“Venues NSW (McDonald Jones Stadium) is a demanding client but **Laser handles that well.** As our exclusive plumbing, drainage and gas fitting provider, Laser’s team definitely knows the ins-and-outs of our busy venues. **Laser are great to work with. They’re here quickly when we need them and there’s great communication from the office and field teams.”***

Simon Leach
Asset Manager, Venues NSW



Company Profile



Laser Plumbing & Roofing Newcastle Central is a family-owned, award-winning business. Since 2004, we've delivered high-quality plumbing, roofing, drainage and gas fitting services across commercial, industrial, government and residential sectors.

We proudly service clients throughout Newcastle, Lake Macquarie, the Central Coast, Port Stephens and the Hunter Valley. Our sustained growth over two decades led to our integration into the Laser Group in 2014.

Driven by a commitment to quality and client satisfaction, we combine competitive pricing with consistently high standards. We work hard to deliver exceptional workmanship, customer service and loyalty to our clients, colleagues and suppliers.

Our vision is to be the leading licensed trade business in our region, trusted by clients and recognised as an employer and partner of choice.

History & Values

Our values

Totally Dependable.

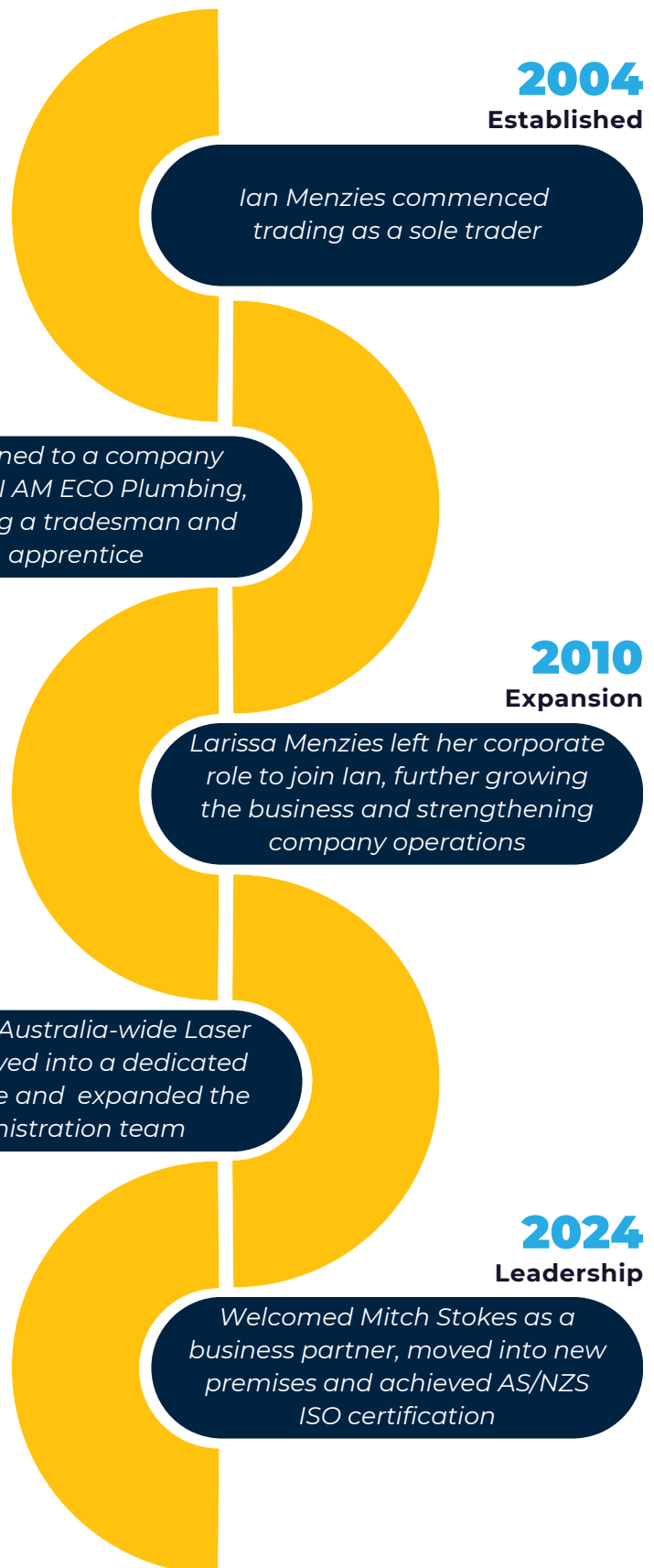
Consistent delivery — every job, every time.

Efficient and Accountable.

Well planned, responsive and outcome-focused.

Loyal and Respectful.

Strong, long-term relationships with our clients, suppliers and colleagues.



Core Principles — How We Work

Dependable, 24/7 service

Fully licenced, insured and equipped, we deliver on our commitments every time, with reliable support available around the clock.

Local team with direct access

Based in Newcastle, we provide fast response and clear communication with direct access to management, office support and on-site trades.

High-quality, compliant workmanship

Our robust, ISO-certified Quality Management, Environmental and WHS systems ensure all work meets required standards, with trained staff and site-specific safety planning on every job.

Experienced problem-solvers

Our permanent workforce brings deep, practical experience across plumbing, drainage and gas fitting, delivering long-term solutions — not short-term fixes.

Professional, client-focused service

We respect your time and priorities, arriving on schedule, communicating clearly, meeting deadlines and keeping you informed at every stage.

Well resourced, trusted and proven

Supported by extensive plant and equipment, advanced job management systems, thorough staff vetting and over 500 five-star reviews, we are a trusted partner for commercial, government and residential clients.



Our Capabilities



Preventative Maintenance & Emergency Services

- 24/7 emergency plumbing — blocked drains, burst pipes, hot water failures and leaks.
- Backflow prevention installation, testing, compliance and repairs.
- TMV installation and compliance testing.
- Hot water systems, including temporary emergency installations.
- Gas fitting installation, testing and certification.
- Rainwater tank installation and system maintenance.



Drainage Services

We install new drainage systems and repair, replace and clear existing drains. Using high-pressure water jetting and advanced CCTV inspection technology, we can diagnose issues quickly, with pipe inspection footage available online within 24 hours of attending site.



Roofing, Guttering & Downpipe Drainage

We provide preventative maintenance and emergency repair services for domestic and commercial site roofs, guttering and downpipes, helping clients protect assets, maintain system performance and prevent costly water damage. We also complete metal roofing and cladding installation on new project works.



Construction & Civil Works

Our dedicated construction team delivers plumbing and civil projects with an assigned project manager and site supervisor for each job. Working closely with our Business Manager, we ensure works are completed to specification, on schedule and to the highest standards. Our capabilities include sanitary drainage systems, sewer main pipeline construction, repairs and extensions, water main installation, domestic and civil stormwater systems, subdivision and inter-allotment drainage, including minor & major works as an approved Hunter Water Corporation contractor.



Major & Minor Accredited Works

We are an accredited contractor for Hunter Water Corporation, listed on the Construction Contractors Register and authorised to work on live infrastructure. We deliver both minor and major works in accordance with strict compliance, safety and performance requirements, supported by our highly experienced Technical Advisor, Phil Delbridge.



Our Clients

Government & Public Sector

- Department of Defence
- NSW Department of Education (Schools Infrastructure)
- NSW Department of Primary Industries & Regional Development
- Hunter New England Health
- Venues NSW (McDonald Jones Stadium)
- Hunter Water Corporation
- Lake Macquarie City Council
- Port Stephens Council
- Maitland City Council
- Singleton Council

Construction

- Buildcorp
- ATB Morton Group
- Kingston Building
- Lily Homes
- JMB Building
- Decocorp
- Hellyar Construct & Design
- XBuilt Projects
- Laycock Constructions
- Stroud Homes
- Underground Experts
- LSC Shopfitting
- Ambrose Construct Group
- RTC Group

Health & Aged Care

- BUPA Aged Care Facilities

Manufacturing & Industrial

- Boral Resources
- Quarry Mining
- Billi Australia
- Rinnai Australia
- Waterlogic Australia
- Franke Australia

Major Commercial Properties

- GPT Group (Charlestown Square)
- Cushman & Wakefield
- ALH Group
- Blackwoods

Facilities Management & Property Services

- O'Brien Group Services
- Cushman & Wakefield
- Watertight Group
- Facilities Group
- Chips Property Trade Services
- ARA Building
- One Cal Property Services Network
- ARA Building Services
- JKFM Facilities
- Gema Group

Strata & Real Estate

- Movable Real Estate
- CSTM
- Lake Group Strata
- Cambridge Management Services
- Russell Property Partners



Selected Projects

With our 'Totally Dependable' guarantee, clients always find us true to our word



McDonald Jones Stadium

Sole plumbing, drainage specialist and gas fitter for the Stadium.

Since 2013, we have been contracted by Venues NSW to deliver Programmed Preventative Maintenance (PPM) and Reactive Maintenance (RM) plumbing and hydraulic services for the whole Stadium complex.



Charlestown Square (GPT)

Sole plumbing, drainage specialist and gas fitter for the 93,400m² shopping centre.

Since 2022, the GPT Group has engaged us to design and deliver a comprehensive preventative maintenance program, reactive maintenance, extensive rainwater and roofing solutions and upgrade maintenance of existing assets.



Maitland City Council

Strategic fire service upgrade at Council's Metford Depot. We

installed new inground fire services, undertook service location potholing and under-road boring, and delivered full concrete and asphalt restoration. The project was delivered through a staged four-week timeline to ensure the depot remained fully operational throughout the construction phase.



Williamstown PFAS

One of just two plumbing, drainage and gas fitting specialists

contracted on the Salt Ash red zone (including Williamstown and Fullerton Cove) PFAS works. For three years 2017-2020, we worked for the Department of Defence, with Hunter Water as project manager, successfully completing at least 50% of the engagements/approximately 220 work orders over the course of the contract.



Wye Sewer Line

50+ residential connections to a new reticulated sewer system in Wye, in a complex Hunter Water and NSW government project.

Our team completed excavations, connections, decommissioning, certification and restoration. We managed stakeholders, approvals, permits, and scheduling, achieving seamless property transitions, high-quality reinstatement, and consistently positive client feedback.





Lake Macquarie City Council

Full depot reroof delivered without disrupting daily operations. We managed the complete removal and replacement of aged roofing sheets and flashings, coordinating all works across weekends to ensure the site remained fully operational. We organised contractors, cranes and electrical services outside business hours to meet program and operational requirements.



Boral Resources

Region-wide safety compliance upgrade across the Hunter and Central Coast. We delivered a full rollout of eyewash stations, safety showers and washdown hose reels across all sites, bringing facilities to current compliance standards. All works were completed on live sites, requiring careful coordination to maintain safety and minimise disruption to ongoing operations.



Class 2 public housing

Specialist hydraulic and compliance works across multiple Class 2 public housing developments. Our team brings deep expertise in the complex compliance requirements for fire penetrations, waterproofing, thermal acoustic and hydraulic systems within these heavily specified developments, with successfully delivered projects in Shortland, Waratah West, Jewells, Balcolyn and East Maitland.



Newcastle Olympic Football Club

Hydraulic services for two landmark community infrastructure projects in Newcastle. We delivered hydraulic works for the completed grandstand development at Newcastle Olympic Football Club and the Blackbutt Cara kiosk and multipurpose space, both completed in close collaboration with our client and Newcastle City Council.



Minor & Major Works

Reliable delivery of minor and major Hunter Water Corporation works across the region. We consistently complete a high volume of minor and major works each month, coordinating across multiple stakeholders and producing comprehensive project documentation to ensure full Hunter Water approval and successful release of Section 50 certificates.





Our Leadership Team

Ian Menzies

Managing Director

In Newcastle born-and-bred, Ian lives and breathes the Hunter region, his trade and being valued as a trusted solutions provider. With more than 30 years' experience in plumbing, drainage, hydraulic and gas fitting, Ian has delivered projects spanning commercial, industrial, government and residential sectors, including construction hydraulic and civil drainage projects. His technical expertise includes drainage, rainwater reuse and hot water systems, backed by strong industry credentials and professional memberships.

Since founding the business in 2004, Ian's leadership, technical capability and hands-on commitment have driven sustained growth, establishing the company as a trusted regional contractor. He remains actively involved in day-to-day operations — working closely with his teams to uphold high standards of workmanship, safety and compliance.

Larissa Menzies

Business Manager

Larissa leads our business administration and support functions, overseeing administration, accounts and scheduling teams to ensure consistent service delivery and operational efficiency. She has extensive experience working with government and commercial clients.

Her responsibilities include contract management, business development, WHS, human resources and customer relationship management. Larissa is highly skilled in managing detailed reporting and compliance requirements and plays a key role in maintaining strong internal coordination and long-term client relationships.

Mitch Stokes

Operations & Maintenance Manager

Mitch brings over 15 years' experience in the construction industry, including extensive expertise in plumbing, hydraulic, civil drainage, gas fitting and excavation works. He has delivered projects across government, commercial, industrial and residential environments.

Mitch is responsible for operational delivery, project coordination and team leadership, with a strong focus on safety, efficiency and quality assurance. His strengths include complex problem solving, estimating, training and ensuring works are completed on time, to specification and in compliance with all regulatory requirements.

Accreditations, Resources & Technology



LaserPRO job management system

We use LaserPRO, a tailored version of the SimPRO platform, to manage jobs in real time. This secure, cloud-based system connects our office and field teams, enabling seamless scheduling and tracking of planned and reactive works. Our clients benefit from full transparency across job histories, notes, photos, materials, costings and invoices. We also integrate efficiently with our clients' platforms to ensure smooth, disruption-free workflows.

Our people are central to our service delivery

We maintain a stable, employed workforce, with low staff turnover, reflecting our commitment to our people and our clients. We're supported by a highly experienced Technical Adviser, formerly with Hunter Water, providing valuable industry expertise.

The right plant and equipment for the job

Our fleet and equipment are fully maintained, appropriately equipped and ready to support efficient project delivery. We operate a modern range of jetters, CCTV inspection units, excavators and vehicles, so we can respond safely and effectively across a wide range of plumbing and civil works.

Providing peace of mind

We're proud to have achieved quality, safety and environmental AS/NZ ISO certification and, as members of the Master Plumbers Association of NSW and the Hydraulic Consultants Association of Australasia, all our work complies with the Plumbing Code of Australia. In addition, we partner with leading brands to ensure quality, reliability and strong warranty support. **Importantly, we also offer an extended 5-year workmanship warranty on all our installations and repairs.**



5 YEAR WARRANTY
WORKMANSHIP
GUARANTEE





Laser

Plumbing & Roofing



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