



Stones
PLUMBING SERVICE

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**ACCREDITATIONS +
CERTIFICATION**

CONTACT

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Welcome to Stones Plumbing Service

Stones Plumbing Service acknowledges Aboriginal and Torres Strait Islander people as the traditional custodians of our land – Australia.

In 1976 we started our company with the intent of providing a service that was notably needed in our community. As a fledgling company, we learned early that meeting our customers' expectations by using quality materials, reasonable pricing, and on time service would be the keys to our success.

As a family business, Stones has been delivering exceptional maintenance services and quality projects to our clients and communities for over three decades.

We are extremely proud of the history of our company and the progression of business to where it is today.

Our goal is to provide our customers with the very best service while maintaining a safe and positive atmosphere for our workers.

We believe our people are the key to our success and the continued growth of our organisation. All the other elements, machines, equipment, and other resources are of little significance without the people to use them effectively.

As our company expands, we are embracing opportunities to work for a wide range of clients, across a variety of sectors. Our experience working in the rail, education, residential, senior living, and commercial sectors has enabled us to deliver some exciting projects and achieve outstanding results for our clients and our community.

We hope you enjoy this showcase of Stones Plumbing Service, providing an insight into our unique business.



About Us

Stones Plumbing Service has been keeping the Sutherland Shire & the greater Sydney area flowing for the last 40 years.

We are a family-owned Australian plumbing company commencing in 1976 with over 45 years' experience in delivering quality services for our clients and our communities.

We tailor our methodology and delivery to your requirements by managing contracts and projects that are safe, innovative and feasible. Stones is committed to delivering exceptional quality plumbing, gas fitting, roofing and specialised services.

With a proven track record across a variety of sectors, our company is continually expanding, by simply working and to our fundamental principles of:

STAYING APPROACHABLE - With an open-door policy that ensures we are approachable for any need or question and are not intimidated by technology, we embrace and open ourselves to new methods to achieve our customers goals.

PRACTICING EMPATHY - We listen to our clients, seeking to understand their goals, hopes, and concerns.

BEING DETERMINED - We're committed to advancing the many ways people achieve today, inspiring action, and anticipating what they'll need tomorrow.

PRIORITISING CREATIVITY - Our business is renowned for its vision and innovation. We give our people the freedom to be creators and provide them the tools they need to bring their ideas to life.

Why Choose Us?

The Stones difference is ensuring the job is done correctly the first time to give our customers the peace of mind of any ongoing concerns.

Professional and experienced workers

We have an experienced & knowledgeable team.



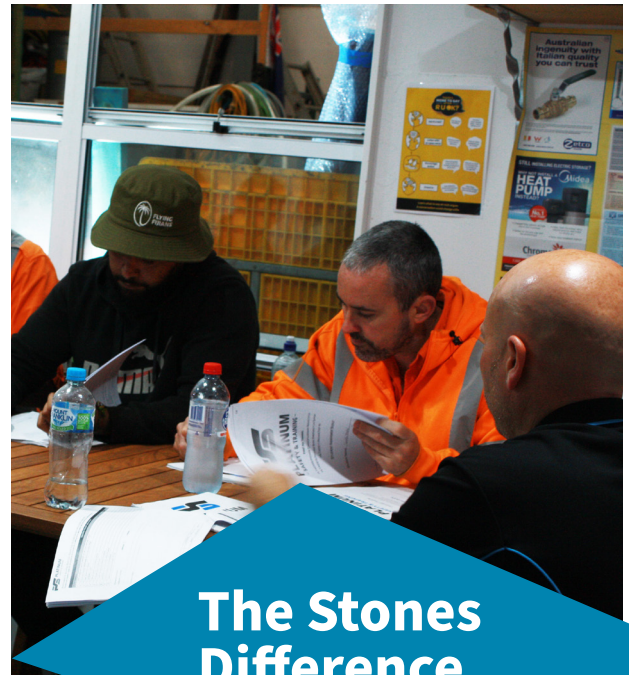
Satisfying business plans proven by clients

Transparent & thorough scope of works provided.



Quality works, Quality service

Utilising quality tools, materials & a wealth of experience to get it right the first time



The Stones Difference

Here at Stones Plumbing Service we ensure that every job we complete for our clients is to the utmost level of quality & gives our cliental the peace of mind knowing there won't be ongoing issues.

We understand that ongoing plumbing issues can cause headaches for our clients & can incur massive bills due to continuous plumber call outs. With Stones Plumbing Service, our team has decades of experience solving a wide variety of problems ranging from sewerage & storm-water to irrigation, roofing & more.

Stones maintains professional working relationships with numerous other tradespeople such as electricians, builders, landscapers to be able to complete complex jobs & ensure our cliental need not stress with trying to liaise with numerous outside parties.

Our high quality professional team work to ensure that each time they are committed to a job it will be completed to the highest quality on the first time & any unforeseen scenarios are flagged & addressed to ensure these are resolved to further reduce any concern about ongoing problems.

A Message From Our Director

“The only way to properly solve a problem is high quality equipment, a wealth of knowledge & a can do attitude”

Jai Quayle has been working in plumbing for more than 26 years. Coming from a family of plumbers & contractors, he has utilised the vast experience he has available to him to become a highly qualified & knowledgeable leader for Stones Plumbing Service.

Jai will be present at every step when it comes to completing any & all jobs that are presented, from analysing blueprints & securing permits, to overseeing that the scope of work is being completed within deadlines & ensuring high quality practices are implemented, even jumping on the tools himself if necessary.

He has been serving the greater Sydney region for the majority of his career & believes that the key to success in business is ensuring high quality relationships with any clientele or business partners he encounters.

Jai is also committed to work place culture & keeping his team happy whilst challenged day to day. He strives for collaboration & open communication from all his team with any ideas that may solve any issues clients may have.



JAI QUAYLE

Operations Director

Management Team

MITCH

Project Manager

Mitch joined Stones Plumbing Service as an apprentice plumber where he worked underneath Jai & the rest of the team growing his skills. He then moved to Reece Group where he continued to improve his knowledge & understanding from different companies across Sydney. Now that he has returned to Stones Plumbing, he is able to give unique & detailed solutions to all projects that may arise for our clients.



DAVE

Day Site Supervisor

Dave joined the team in 1999, one of our most experienced team members that's worked with Public Works & Sydney Trains. Dave has gained an abundance of knowledge around the Sydney Trains Network which gives him an advantage when coming up with solutions to solve complex problems. Dave is our site-supervisor and assists with ensuring jobs are run smoothly, safely and on schedule at the highest level.



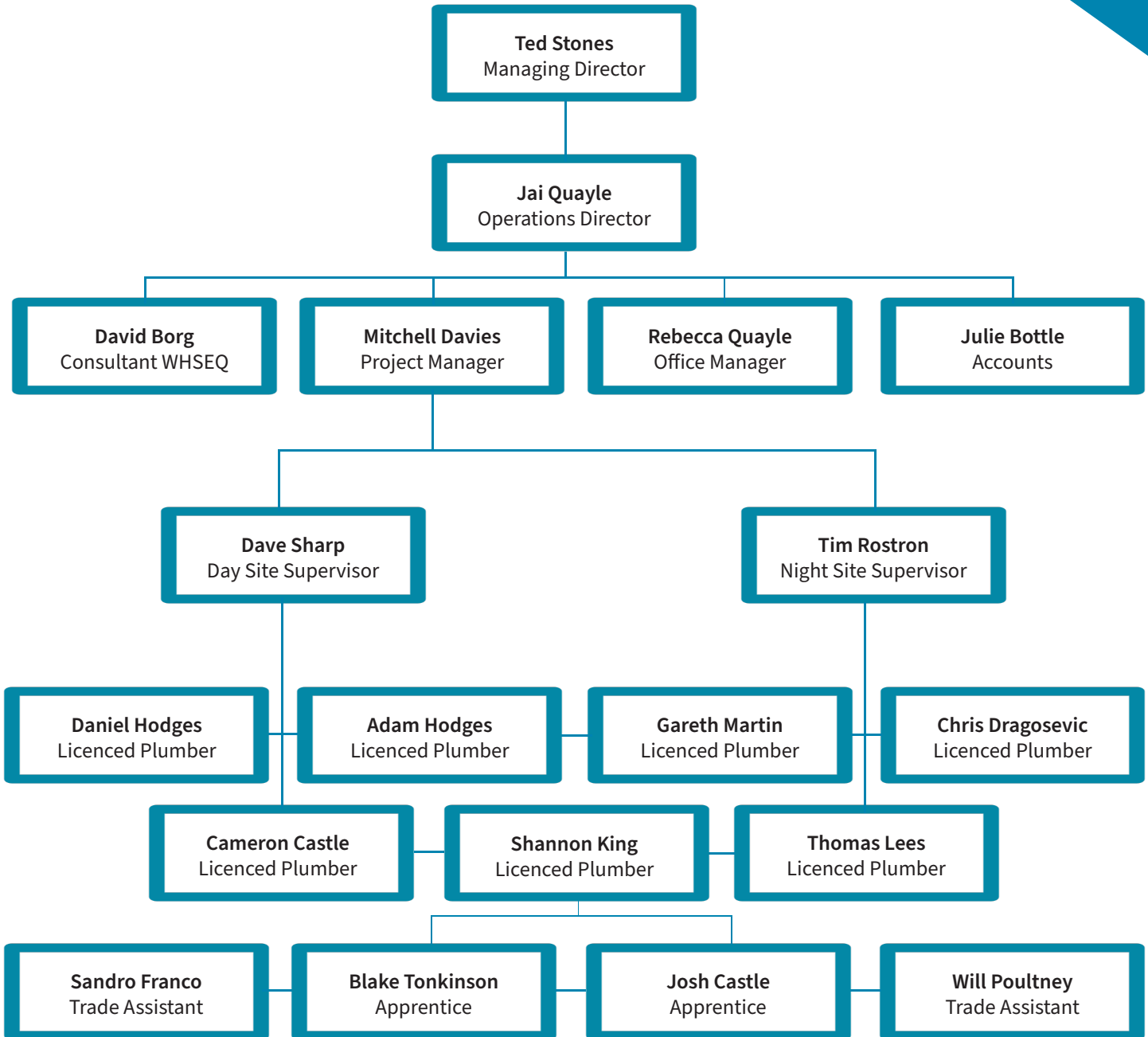
TIM

Night Site Supervisor

Tim has over 20 years experience in the industry and in this time he has covered all aspects of plumbing always providing unrivalled expertise and work ethic.

Tim assists in supervising our shift work ensuring our late night works are completed to the Stones high standard

Organisation Chart

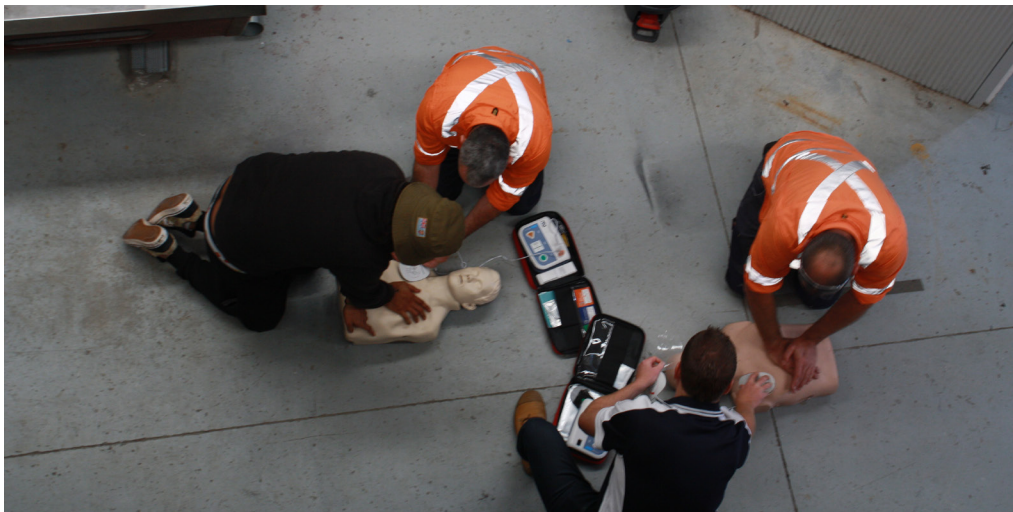


Qualifications & Competency

We send our team out for regular training to acquire certification in all aspects of plumbing/construction to ensure that any problem that arises, our team is capable & experienced to find the best solution.



- Occupation Health & Safety Competency
- Rail Industry Safety Certificate (RISI, RIW,RSW)
- Working at Heights
- Working in Confined Spaces
- Certificates III/IV in Plumbing
- First Aid/CPR Certifications
- Electrical Disconnect Reconnect
- Test & Tag Certified WP
- High Risk Work Certification
- TMV Backflow Testing
- Police Check Verified
- Medical III & COVID 19 Vaccinated
- EWP (>11 & <11 Metres)
- Excavator/ Bobcat Certified
- Robotic CCTV
- ACS Accredited



“The right tool
for the right job,
everytime



Our Services



At Stones Plumbing Service, we pride ourselves on having a unique and fully equipped fleet of vehicles that can service our wide variety of customers for any job that is required efficiently and reliably.

Stones Plumbing can take care of anything from new housing requirements and renovations to ongoing preventative maintenance. Our team are committed to being personally well presented and having clean, tidy equipment and vehicles, available 24/7 for any emergency work required.

What We Can Offer

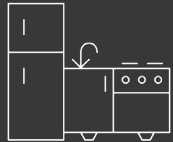
General Plumbing



Preventative/
Routine
Maintenance



Kitchen/
Bathroom/
Laundry Fitouts



Roofing/
Guttering



Irrigation



Hot Water
Systems



Sewerage/
Stormwater
Drainage



High Pressure
Water Jetting



CCTV
Surveying





Residential Services

TYPE OF PROJECT Residential	LOCATION Caringbah, Sydney
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CLIENT
Craig

PROJECT COMPLETION July 2022	PROJECT VALUE 60k
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Stones Plumbing was contracted to complete an entire backyard renovation. This involved running new pipework & pumps for a newly installed pool, downpipes & stormwater drainage across the entire property, installation of rainwater tanks in a method of water saving for the entire home.

Over the space of 6 weeks, Stones Plumbing completed the scope of work despite severe wet weather causing less than ideal conditions resulting in a beautiful backyard entertainment space just in time for Summer.



Preventative Maintenance

Stones Plumbing Service takes pride in the high quality of work we do. However, with plumbing, issues routinely arise due to the nature of the work around water. Thus why we offer preventative routine maintenance. Any equipment that is used regularly and is under a lot of stress like valves in water systems, water tanks, pumps, and other plumbing-related components tends to go into disrepair when used excessively without some form of maintenance.

Preventative maintenance refers to the regular inspection and servicing of plumbing systems to prevent leaks, blockages and other problems from occurring. This include tasks such as checking for signs of corrosion or damage, cleaning out drains and pipes, replacing worn-out fixtures or components, and ensuring that water pressure and temperature are at appropriate levels.



By regularly maintaining plumbing systems, homeowners and businesses can avoid the inconvenience and expense of dealing with major plumbing issues, such as burst pipes or sewer backups.

We can provide an asset register which is a detailed list of maintainable assets that a site owns or manages. It enables us & the client to track important information about its owned assets including an asset's name, unique identification number, location, current condition, owner, useful life & maintenance history.

Additionally, preventative maintenance can help improve the overall efficiency and effectiveness of plumbing systems, which can lead to cost savings on water bills and improved environmental sustainability.

Commercial Services

Stones Plumbing Services is driven by the highest of standards to quality, efficiency and safety for commercial businesses across the greater Sydney region & a wide range of business industries.

We understand that when problems arise for business owners this can affect standard business operations & cause concerns regarding income or property damage.

Stones Plumbing Service also understands that plumbing problems can arise at any moment of the day or night so we offer fast & effective 24/7 emergency plumbing solutions & have a team on call at all times in the event that after hours work needs to be completed prior to business hours the following day.

We offer a thorough project management and consultation service to our clients to comprehensively plan each step of their project requirements. We aim to provide our clients with a complete end to end solution, from start to finish.

Utilising routine preventative maintenance for commercial businesses helps ensure that potential future plumbing problems are flagged & rectified before they have a opportunity to become bigger, more expensive problems.

Comparable to residential plumbing, commercial plumbing problems often require more extensive solutions. Stones Plumbing is licenced and experienced to offer specialised plumbing services such as Backflow Testing, Pump Servicing, Fire Protection Services, High-Pressure Water Jetting, Grease Gas & Liquified Petroleum Gas Operations, Thermostatic Mixing Valve Servicing, CCTV Camera Surveying, Electrofusion Welding, Excavation, Pipe Relining, Water Main works.





Central Station



TYPE OF PROJECT
Commercial

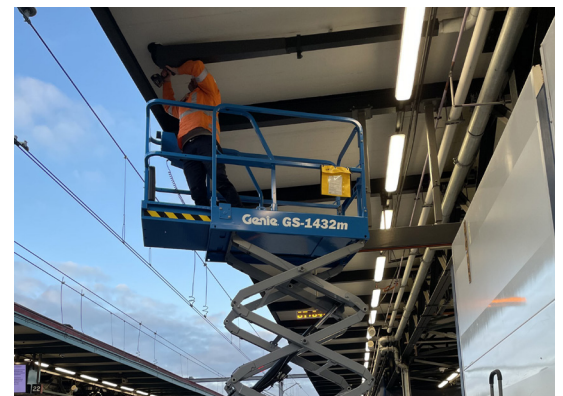
LOCATION
Haymarket, Sydney

CLIENT
Sydney Trains



PROJECT COMPLETION
November 2022

PROJECT VALUE
300k



Stones Plumbing was tasked with replacing stormwater gutters & fascia boards along the stretch of the country platforms at Central station that were causing corrosion through the boards & leaks on the platforms.

We had to ensure we kept within the heritage rules obtaining like for like timber species, gutter profile and colour code matching to keep Central Stations iconic original look.

Working around the clock with two teams across Saturday & Sunday, we ensured minimal disruption to commuters on those days & had everything completed by the beginning of the work week.

Rail Operations Centre





TYPE OF PROJECT
Commercial

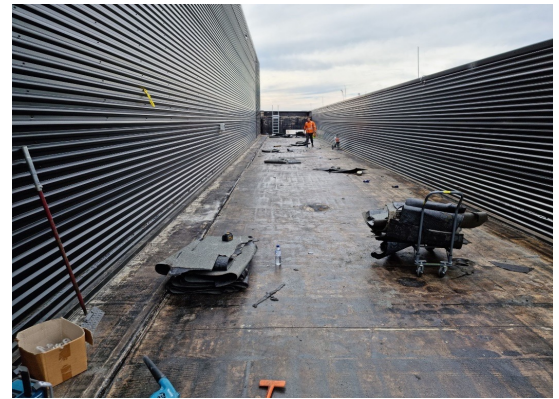
LOCATION
Alexandria, Sydney

CLIENT
Sydney Trains



PROJECT COMPLETION
July 2022

PROJECT VALUE
400k



Alexandria Rail Operation Centre building was experiencing water seepage coming through the roof slab, sky light panels and expansion joints. As the control centre for controlling the trains throughout the CBD this was an extremely important problem as if water caused electrical interference the entire rail network would have been thrown into disarray.

The roof area of the building has been constructed with waterproof membrane that had broken down due to water seeping in between the membrane and the slab. This causes the membrane to lift away from the slab and allow the water to seep through the weak spots, cracks, or penetrations in the slab down into the area below.

Stones Plumbing engaged to remove failed membrane and replace the waterproofing of the roof areas. We have continued to provide ongoing maintenance for the Rail Operation Centre to ensure no future waterproofing problems arise in the future.

Our Cliental

Stones Plumbing Services' commitment to quality has built our reputation as a respected provider of commercial, industrial professional plumbing services across Sydney.

- Ultra Building Works
- HIX Projects
- ANZAC Memorial Hyde Park
- Uniting Care
- Novo Rail Alliance
- Transport NSW
- Sydney Trains
- Sydney Metro
- Hirotec



Customer Testimonials

Stones Plumbing Service is proud of the work it completes for it's clients & always appreciate when a job is done to the highest quality that we receive praise from our valued clients.



Fantastic communication with a reliable prompt service team. Keep up the excellent safe work. - Scott

Since joining Sydney Trains just over a year ago & being completely new to anything to do with the rail network I have found all of your staff to be very happy to share information/ history about the stations I look after, All of the staff are helpful & willing to assist with tasks at short notice & a pleasure to deal with & I have found no problems with the standard of their workmanship.

- Brian



Best plumbing company I have ever dealt with. - Mark

Never any problems with Stones Plumbing, All my Station's give glowing reports of workmanship and prompt response to all work requests.

- Les

I would like to thank Jai and all of your staff at Stones Plumbing Services for all the help I received during my time at Sydney Trains as it made my job so much easier. I always knew when I called after hours you would be able to help. I found all your staff always polite and happy to do something extra when asked and always did a good job. Many thanks again, all the best

- Brian



Circular Quay

Circular Quay

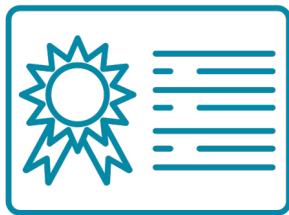
Circular Quay



Our Partnership With Sydney Trains

Sydney Trains commenced a close relationship with Stones Plumbing Service back when it was originally managed by the government department Public Works in 1996.

Originally contracted to perform maintenance works for train stations, Stones proved to be a capable and reliable contractor that always could be depended upon especially in crucial moments when it mattered the most. Over the years Stones proved to be the go to contractor quickly evolving what was only a preventative and corrective maintenance into now providing Sydney Trains with more than just hydraulic services to the railways now spanning across all the Inner West, CBD, Eastern Suburbs train stations and beyond, moreover including services such as waterproofing, roofing works and replacements, projects and project management works to name a few.



This has led to Stones hydraulic maintenance and projects have extended to the education institutions, other government organisations, commercial, industrial sectors, and residential properties via referral of Stones Plumbing Services well-earned reputation of providing exceptional service, reliability and nothing is a problem attitude accompanied by extensive experience, qualifications and capability, reassures delivering works of the highest standard with innovative, value for money services.

Stones Plumbing Service is about action. We're about listening to our partners, clients and communities – and actively responding to their needs. Such collaborations strengthen us for the future. They also allow us to make an effective, positive impact in government properties, businesses and communities in NSW we are proud to work with a diverse set of industry and community partners. We work with a trusted, select group of partners, contractors and clients to co-create tailored solutions that position you cost effective, practical and efficient results that also allow you to anticipate and prepare for future challenges.

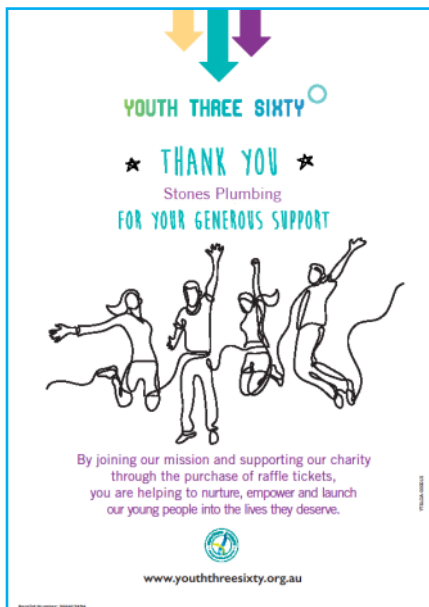


Our combined expertise leverages the extensive experience and proven track record of partnerships required to create services and products which meet your immediate needs as well as your aspirations.

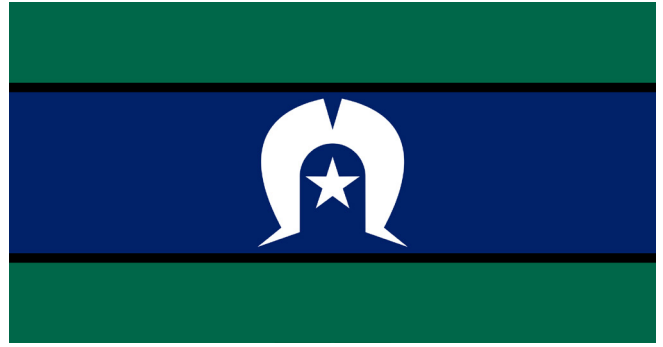
We would welcome the opportunity to discuss on how being a partner with Stones Plumbing Service can transform all your Hydraulic needs to become your partner of choice.

Community & Charity Support

At Stones, we pride ourselves on the community and stakeholders that support our business being one of the reasons clients return to Stones time after time. We ensure that there is minimal disruption in all of our works whether it be routine maintenance, call out jobs or project work and aim to deliver quality outcomes that will enhance and improve facilities for the wider community. Our dedication to our community is a part of our company culture and our belief in giving back.



Stones Plumbing Service is involved with several charities, donating to the Youth Three-Sixty, The Smith Family, Salvation Army, participating in Movember to raise money and awareness for Men's Health issues, organising events for the Fight Cancer Foundation such as Footy Colours Day, and urge our staff, clients and colleagues to get involved with these charities.



Aboriginal & Indigenous Australians Participation

Here at Stones Plumbing Service we strive to contribute to the remediation of Indigenous participation and progression in the industry, by supporting increased employment efforts and career progression initiatives like Aboriginal Employment Strategy and local indigenous businesses.



Diversity & Equal Opportunity

We are also committed to creating a fair and diverse workplace for everyone; no matter their race, gender, religious identification, sexual orientation.

Encouraging participation in non-traditional roles, we open our doors to employ women in the industry who can perform a wide range of responsibilities from trade related roles, administration, and other business-related roles.

We are committed to helping women in the industry succeed by offering ongoing training and upskilling in all areas of work.



Accreditations & Certification

- NSW Licenced Plumber - 258851C
- Master Plumber Member - S150
- Sustainable Certification WHS, Quality & Environmental Management System Certified
- NSW Government WHS & ENV Management System Accreditations

Insurance

- Public Liability \$50M
- Products Liability \$50M
- Professional Indemnity \$5M
- Workers Compensation
- Vehicle, Plant & Equipment





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