

TOTAL

CAPABILITY
STATEMENT



Delivering Excellence and Innovation in
Aged Care and Seniors Living



"TOTAL has gained a reputation within the aged care industry for their ability to deliver outstanding projects on time, to schedule and to budget which is why we decided to use them for this two-staged aged care development. The team have substantial experience and have proved an unwavering commitment to delivering on time despite the challenges with Covid-19. This dedicated approach has meant we have a wonderful new home for over 50 of our current residents to move into. Stage One has been such a seamless experience I can't wait to see stage two come to life."

Paul Smith, KOPWA CEO

**KOPWA's Roseville Aged Care Home, Roseville NSW
– Greenstar Award for Best Practice Rated Building**

WELCOME TO TOTAL

Thank you for the opportunity to present
TOTAL's Capability Statement.

The TOTAL Aged Care and Seniors Living construction teams are experts in their field, delivering innovative construction solutions with their proven methodologies and commitment to quality.

TOTAL has successfully delivered numerous challenging and complex design and construction projects nationally both at new greenfield developments and within live (existing) operating environments.

We are proud of our achievements, buoyed by the recognition of several national Excellence in Construction awards. Testimony to our performance is the high level of repeat business we receive.

Our strengths lie in our people working collaboratively with our clients and partners, using well-evolved management systems and an 'inside-out' approach. We take the time to understand and respond to the evolving needs of our clients and older Australians. The combination of these qualities ensures a positive client-centric approach.

Choosing TOTAL as your building partner means you will be engaging a leading construction firm that lives by our core purpose, 'to make a positive difference in people's lives through excellence in construction'. Our values of accountability, integrity, mentorship, respect, collaboration and ingenuity are evident in our decisions and actions.

We look forward to your positive consideration of this Capability Statement.

If you require additional information, don't hesitate to contact me directly or reach out to one of the TOTAL team members.

Thanks,
Steve Taylor
Managing Director
MD@totalconstruction.com.au



We acknowledge the Traditional Owners of Country throughout Australia and recognise their connection to land, water and community. We pay respect to them and their cultures, and to elders past, present and emerging.

COVER IMAGE:
Advantage Care's Edensor Gardens Residential Aged Care Home, Edensor Park NSW

CORE PURPOSE

To make a positive difference in people's lives through excellence in construction.

CORE VALUES



Accountability

We do what we say we will do.

Reliability on one another is important to us.



Integrity

We do what we know is the right thing.



Mentorship

We seek to develop individuals within TOTAL, to reach their full potential.



Respect

We care for one another and have respect for all our stakeholders.



Collaboration

We collaborate and work as a team with all our stakeholders.



Ingenuity

People are empowered and supported to solve problems and make smart decisions.



Churches of Christ's Integrated Community, Warwick QLD

With over 28 years experience **TOTAL** is one of the most trusted construction companies in Australia.

Since our inception in 1994, TOTAL has consistently grown each year and now employs approximately 175 qualified staff with a national turnover of over \$250 million.

Our key focus is to maintain a positive ongoing relationship amongst our clients, confirming our reputation as a builder with a solid history in meeting expectations.

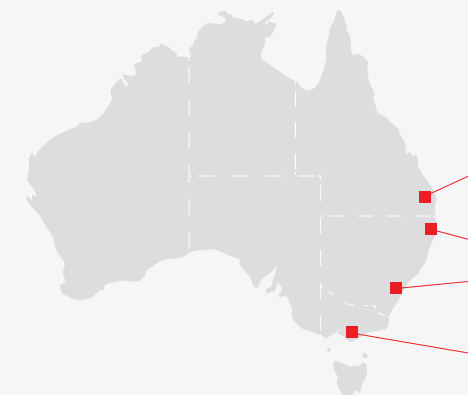
Our passion, coupled with our diverse range of skills across construction and engineering, enables us to challenge established methodologies and deliver from concept to completion.

We are committed to delivering quality projects that:

- Incorporate multi-disciplines during the Design and Construction phase.
- Incorporate quality, safety and environmental management into all aspects of the business.
- Provide effective communication of our policies and procedures to all stakeholders.
- Provide appropriate training and awareness to all staff.
- Comply with and exceed all statutory obligations.

We are **Australian owned** and are hugely proud of our diverse team.

We provide **building solutions** right across **Australia**



OUR OFFICE LOCATIONS

QUEENSLAND

11/16 Metroplex Avenue, Murarrie QLD 4172

NEW SOUTH WALES

Northern Rivers

9A George Street, North Strathfield NSW 2137

VICTORIA

165 Cremorne Street, Cremorne VIC 3121

OUR MARKET SECTORS



AGED CARE



SENIORS LIVING



SOCIAL HOUSING



GROUP HOMES

TOTAL has extensive expertise and proficiency in delivering complex projects across a broad range of sectors. We are committed to creating innovative environments and cohesive communities that support peoples lives.

28+
Years of
Experience

180+
Employees

\$250M+
Annual National
Turnover

35+
ECI, D&C, GMP
and CM Contracts

25+
Construct Only
Contracts

MULTI
AWARD
Winning Delivery

\$800M+
in Aged Care
Sector Works

80%
Repeat
Clients

AGED CARE & SENIORS LIVING



Allity's Lexington Gardens Aged Care Home, Springvale VIC

We understand Aged Care and Seniors Living projects can be diverse, with complex buildings often presented with the added challenge of being delivered in live operating environments. TOTAL has a strong track record of successfully delivering multiple projects for a range of clients including, Not For Profit, Government and private providers.

Our teams are experienced in technical design and construction management and receive ongoing training to the sensitivities of working in these environments.

Furthermore, TOTAL brings added value by having engaged experts from the sector, who understand the operational parameters, including pressures facing the industry, and how these models of care impact on accreditation and compliance. This enhances our 'inside out' approach to deliver innovative complex projects whilst ensuring successful delivery.

Our teams have a detailed understanding of both the perceived and actual risks involved in all phases of the project cycle where 'care and lifestyle' are the primary motivation of the client.

Our strong belief in accountability, integrity, mentorship, respect, collaboration, and ingenuity contribute to TOTAL becoming a leader in delivering the most contemporary aged care homes on the eastern seaboard of Australia.

Our experience encompasses the full range of projects from new purpose-built developments on Greenfield sites to substantial construction projects within the operating environment of existing functioning communities.

TOTAL IS A MARKET LEADER IN AGED CARE AND SENIORS LIVING ACCOMMODATION PROJECT DELIVERY.

WORKING IN AN OPERATING AGED CARE HOME



McKenzie Group's The Ormsby Aged Care Home, Buderim QLD

We recognise and understand the importance of resident and staff wellbeing and acknowledge that we are guests working in their home.

To ensure your residents, their families and the care teams continue to operate in a safe environment whilst upgrade works are underway, TOTAL has two specialty divisions - TOTAL Care and TOTAL Special Projects.

These small works teams are qualified and experienced professionals who understand the sector and the importance of accurate scoping and preparation.

We mitigate risks with a proactive practical construction approach ensuring a seamless service. We focus on working around your needs, paying special attention to:

- Safety management, especially accounting for the needs of residents and staff.
- Infection control.
- Dust and fume control.
- Traffic management.
- Pedestrian way-finding routes including temporary emergency evacuation.
- Noise and vibration management.

Our project teams understand the unique requirements of the sector and the impact to providers. We believe communication is key to a successful project delivery.

To minimise disruption, our teams will detail scheduling provision for quiet works during resident mealtimes. We understand the critical nature of working inside memory support communities, the importance of regular updates incorporating graphical images to inform residents and staff of planned outcomes.

"The TOTAL Care and TOTAL Special Projects teams understand the complex logistics of working with clients, their residents, their staff and their families. We ensure what is delivered is fit for purpose and enhances the lived experience of the entire community."

Steve Taylor, Managing Director

TOTAL ACE



The Salvation Army's Kubirri Plus Centre, Mossman QLD

To address the complexities of working in the aged care sector TOTAL has developed a professional training program TOTAL Aged Care Essentials (ACE).

TOTAL ACE provides the specific competencies needed to work on aged care projects, best practice principles in aged care, an increased skill set and understanding of the aged care sector.

Our TOTAL ACE program covers;

- An overview of the Aged Care Quality Standards (with particular reference to Standard 4 and Standard 5).
- Working in live environments.
- The importance of the built environment and its impact on older Australians.
- Construction best practice 'dementia principles' and their importance.

- How environments can create great resident experiences.
- How to positively and appropriately interact with aged care residents.
- The intersection between home, hotel and hospital.
- The importance and impact of community hubs, indoor and outdoor areas.

The implementation of ACE allows us to fulfil our purpose of...

**MAKING A POSITIVE DIFFERENCE
IN PEOPLE'S LIVES THROUGH
EXCELLENCE IN CONSTRUCTION.**



Advantage Care's Edensor Gardens Residential Aged Care Home, Edensor Park NSW

OUR SERVICES

TOTAL’s in-house design team are Aged Care and Seniors Living specialists who provide continual support throughout the business.

- Developing designs for architectural and engineering design services.
 - Appointing and managing design consultants & engineers.
 - Developing and managing design schedules, and identifying critical path activities.
 - Liaising with the client including progress reporting.
 - Troubleshooting and resolving design issues.
 - Documenting and managing change control, including collating, and disseminating information.
 - Ensuring that the design will meet with budgetary, time and quality requirements, through early involvement in the design of the project.
- Preparing and submitting permits with authorities and regulatory bodies.
 - Implementing and following quality assurance procedures.
 - HAZOP Studies - planning and managing procurement for long lead items or trades.
 - Coordinating with the construction team for fast-track construction activities.
 - Value managing and value engineering.
 - Assessing design 'buildability' and speed of construction.
 - Ensuring building meets all regulatory requirements.

TOTAL IN-HOUSE SUPPORT



THE TOTAL PACKAGE

TOTAL has the people, processes and experience to ensure the successful delivery of your project.

Early Planning

Our strategy is to plan early and engineer issues out of a project with a culture that is driven to find solutions and mitigate the risks. Our objective is to deliver projects with minimal impacts and complete the works defect free.

Client Focused

Our reputation of being client focused and reliable has resulted in a long list of projects with repeat customers. In fact, 80% of our business is repeat. We ensure complete flexibility, tailoring our services to our clients and offering numerous project delivery models.

Value Engineering

50% of our projects are Design and Construct. With every project, we look for innovations to improve the 'buildability' and offer value engineering solutions, to ensure the best possible outcome for our clients.

Live Environments

Working in a live environment is our forte. We understand the factors which could have a detrimental impact on an operational facility and take the necessary precautions to eliminate safety risks as well as minimise noise, dust and vibration.

Safety In Design

TOTAL has an obligation to understand the Safety in Design process that design teams undertake. We take the responsibility to raise issues throughout the course of construction so we can highlight major risks and suggest methodologies that reduce risks as we see them.

Financially Secure

TOTAL has a 28 year history of being financially secure. We have built a solid balance sheet. During the past year TOTAL has been audited by various financial organisations; all of whom support our business in its ability to construct long-term.

EARLY CONTRACTOR INVOLVEMENT

Early Contractor Involvement (ECI) with TOTAL enables a project to establish indicative budgets and designs derived from similar past and live projects.


Essentially we develop the building and fit out scope of works and help identify potential project hurdles early on. The full life cycle of any project, from project feasibility through to construction and fit out can all be mapped out and de-risked when the builder is involved from inception.

Early Contractor Involvement can also provide an understanding of compliance requirements that need to be satisfied prior to Construction commencing.




Project Feasibility

- Document project requirement.
- Site Investigation.
- Budget estimate and high level program.
- Review 'buildability' and sunken capital cost.



Concept Design

- Determine project requirements.
- Develop sketch designs.
- Detailed schedule of finishes and utilities.




Tender Detail

- Generate trade briefs.
- Authority applications.
- Terms of engagement.



Detailed Design

- Architectural and structural development.
- Services design and reticulation.
- Design co-ordination.



Mobilisation

- Detailed communication.
- Construction documentation.
- Site safety.



Final As Built

- Site documentation and training.
- Completion certificate.
- Asset management.

SAFETY, QUALITY & ENVIRONMENTAL

TOTAL is committed to operating incident and injury free across all our projects.

Work Health & Safety
At TOTAL we create a positive safety culture and have developed a robust safety and risk management system which seeks continuous safety awareness and improvements.
The executive committee is focused on a company-wide safety strategy which inspires, motivates and empowers employees and subcontractors to behave safely and ensures a 'safety excellence' attitude throughout our operations.

- We are committed to:**
- Incorporating occupational health & safety management into all aspects of the business.
 - Providing appropriate safety training and awareness to all staff.
 - Complying and exceeding all statutory obligations.

Lost Time Injury Frequency Rate (LTIFR)
Constantly maintained below industry average.

Quality Management System
TOTAL's Business Management System (BMS) manages all aspects of the business in accordance with the ISO 9001 - Quality Management Systems. Our quality policy is designed to ensure that we continually improve the quality of our product, services and business as measured by our objectives and targets.

Environmental Management System
TOTAL conducts business in a manner that protects the quality of the environment in our communities with an emphasis on using preventive measures.
Our Environmental Management System conforms to the relevant legislative and regulatory requirements, Codes of Practice and to ISO 14001 Environmental Management Systems.

Target for Environmental Performance
Recycle a minimum of 90% of waste generated. This approach ensures that we are able to consistently maintain the high quality building and development standards synonymous with TOTAL.




LIVE ENVIRONMENTS DELIVERY MODEL

With experience and in-depth knowledge of the Aged Care and Seniors Living sectors, we successfully deliver high-quality projects. Live environments have complex logistics, tight time frames, and rigorous clinical and operational policies and procedures. The TOTAL team use a unique delivery model that addresses every element of our client’s life cycle, from concept through to stakeholder management and aftercare. This ensures you, your vision and the people in your care are always at the centre, giving you complete transparency and control.



Brief Scope and Goals

Understanding your brief, scope and goals are crucial to the management and successful delivery of your project. For this reason, we will assign a dedicated Account Manager who will take you through the process, uncovering any building challenges and risks, implications to existing consumers and staff, and advising you on best practice.



Discovery

Once we have received the brief and scope, we suggest a detailed discovery phase which usually comprises of a visit to the existing site and completing an in-depth site audit covering areas including; accessibility to the home, peak times for family and friends visiting loved ones, recognising staff rosters, as well as activities calendars, especially sundowning strategies that may be in place.



Budget

From the detailed analysis in the discovery phase, we then work alongside the TOTAL Care Alliance Manager who handpicks the tradesmen that have the relevant knowledge, experience and required clearances to match the refurbishment, upgrades, or maintenance requirements. TOTAL will also tailor the approach to the project to match the specific needs and financial restraints of the home/homes.



Methodology

We provide a comprehensive report on the methodology that we take to deliver each project. This ensures the project’s success and that the TOTAL team meets all the client’s objectives. This is often used as part of a wider communication to stakeholders to communicate our responses to critical items such as site safety and infection control.



Design Management

TOTAL’s multidisciplinary team work together on each project to create solutions tailored to each project brief. They then prepare detailed instructions enabling construction to commence. We critically analyse every step in the life cycle of the project to ensure the outcome is fit for purpose. Agile thinking and flexibility are key attributes in the TOTAL team, enabling us to navigate the complexities of working in live environments.




Administration

TOTAL will, if required, manage the paperwork and approvals by assisting development applications, construction and occupation certificates, and BCA reviews. Additionally, we can assist in coordinating with town planners, community consultations advisors and other project partners.



Planning & Coordination

We are operating in both workplaces and residents homes. To achieve seamless execution and effective stakeholder engagement, several steps are taken including meetings with on site staff, detailed methodologies for high-risk works, identification of high-risk residents and staging options to allow for the best outcomes. The TOTAL methodology can be broken down day-by-day or hour-by-hour and can include visual representation to share with residents and stakeholders at meetings.




Project Management

The Site Manager plays a pivotal role in the life cycle of the project and we thoughtfully align our team to projects. As a client of TOTAL, you will have a dedicated and highly experienced team working with you and continually supporting you throughout the project with a culture of collaboration, flexibility and agile thinking.



Hand Over

At TOTAL we view handover as a time that is just as important as the planning or construction phase. We proactively manage and rectify the defects progressively throughout the build and document all quality concerns using either in-house management procedures or defect management software nominated by the client.



Aftercare

The aftercare framework provides continued support for a period of generally 12 months but can be reduced or extended as required.

During this time you will have the same multidisciplinary team working with you.

From advisory through to small maintenance issues or new projects, we will be proactive and responsive.

CLIENT SNAPSHOT







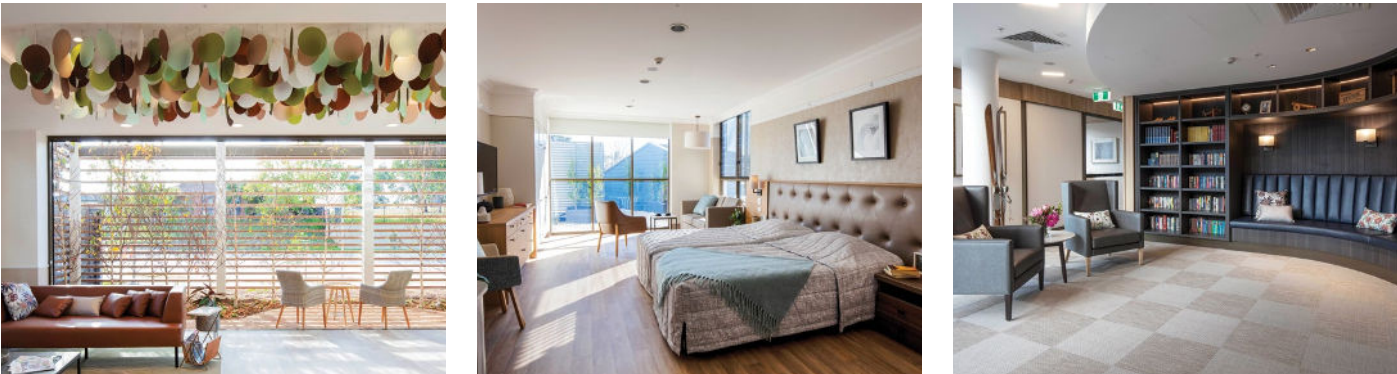








AGED CARE



CLIENT	PROJECT VALUE	CONTRACT TYPE	LOCATION
ADVANTAGED AGED CARE	\$41.5 million	Design and Construct	New South Wales

Situated in Sydney’s South West, the award winning Edensor Gardens Residential Aged Care Home offers luxurious, quality accommodation for 139 residents, comprising of a mix of standard single rooms with ensuites, cluster rooms surrounding a shared bathroom and double rooms suitable for couples.

Amenities include an on site café, multi-function room, beauty salon, library, cinema, gym, men’s shed, bocce court, rustic courtyard with pizza oven and BBQ, vegetable garden, orchard, kid’s playground, koi pond, lounges, terraces, dining rooms and much more.

“Together with Steve Taylor and the Construction Manager from TOTAL and Simon Thorne from Integrated Design Group, we have been able to deliver a state-of-the-art home. Edensor Gardens will provide residents with an amazing lifestyle, the best in house services and professional person-centred care.”

Michael Kresner, Advantaged Care Managing Director

AGED CARE

THE SALVATION ARMY
THE KUBIRRI AGED CARE PLUS CENTRE



CLIENT	PROJECT VALUE	CONTRACT TYPE	LOCATION
THE SALVATION ARMY	\$10.6 million	Design and Construction	Queensland

‘Kubirri’ originates from the Aboriginal and Torres Strait Islander people, and means ‘good spirit’ or ‘protector’.

TOTAL was awarded the contract for the Design and Construction of a new residential aged care home for The Salvation Army.

The Kubirri Aged Care Plus Centre provides a 42 bed residential aged care development and associated administration services, chapel and café to the community of Mossman in Far North Queensland.

The home is divided into two communities, consisting of two houses each set apart by an operable wall.

Each house opens to a landscaped courtyard from a covered outdoor seating area. These courtyards with viewing platforms from the lounge and dining areas are pivotal to the design and function of the home’s eco-system.

AGED CARE

TABULAM & TEMPLER HOMES
RESIDENTIAL AGED CARE HOME



CLIENT	PROJECT VALUE	CONTRACT TYPE	LOCATION
TABULAM & TEMPLER HOMES FOR THE AGED INC	\$16.6 million	Construction	Victoria

TOTAL is proud to have delivered the construction of an extension to Tabulam & Templer Homes for the Aged.

Set amongst abundant trees, with unrivaled views of the Dandenong Ranges, the new Sarona wing comprises 56 resident bedrooms, a commercial kitchen, dining rooms and lounge rooms, outdoor decks and basement car parking.

The existing building facade received a facelift with a full re-clad to meet and increase fire rating requirements. Works also included the conversion/refurbishment of an existing resident lounge to two new bedrooms.

The construction of a new café for the residents, their family, friends and broader community completed the works.

“TOTAL’s co-operation in minimising disturbance to residents was appreciated. Positive and regular communication between TOTAL, the Architect and TTHA ensured an excellent project outcome with the project on budget and our residents and staff all enjoying the new facility. TOTAL’s co-operation in observing strict site Covid-19 rules was very much appreciated.”

Paul English, Tabulam & Templer Chairman

AGED CARE

MCKENZIE AGED CARE
RESIDENTIAL AGED CARE HOME



CLIENT	PROJECT VALUE	CONTRACT TYPE	LOCATION
MCKENZIE AGED CARE	\$23.9 million	ECI Construction	Queensland

TOTAL was engaged by McKenzie Aged Care to deliver a new four-storey 128 bed Residential Aged Care Home in the Redlands area. This is our second project with McKenzie Aged Care after successfully delivering Capella Bay, an aged care community of similar quality and size.

The facility boasts a multi-purpose function centre, wellness spa, café and bar, private dining areas and a hair and beauty salon. There are private balconies lounge areas with views overlooking the beautiful Moreton Bay.

The exterior of the building has expansive landscaped areas that include many Queensland native plants; together with interactive areas for residents to grow their own plants.

The project comprised of:

- Basement – service area (kitchen, laundry, staff facilities).
- Ground Floor – accommodation with en-suites and services (dining including warming kitchen, nurses stations, lounges).
- Level 1 – accommodation with en-suites and services (dining including warming kitchen, nurses stations, lounges).
- Level 2 – administration and training facilities.

The building has a fully integrated BMS system that oversees the running of the air-conditioning and extraction systems. All controls can be processed through HMI touch panel on the wall or from any computer with the IP credentials.

SOCIAL HOUSING

HOUSINGFIRST
ST. KILDA AFFORDABLE LIVING APARTMENTS



CLIENT	PROJECT VALUE	CONTRACT TYPE	LOCATION
HOUSINGFIRST	\$8.1 million	Design and Construction	Victoria

This St. Kilda Apartments project has seen the transformation of three existing buildings into 50 architect-designed, secure and affordable homes for vulnerable mothers and babies.

Following the rehousing of residents, the 1950s motel was demolished preparing the site for its redevelopment.

The new apartment building design used prefabricated construction (wall frames and roof trusses), allowing for minimised environmental impact and improved accuracy and quality. The apartments benefit from thermally broken windows providing heating and cooling efficiencies as well as acoustic protection.

Bundalohn Mansion, an existing boarding house comprising a mix of apartments and shared services, was sympathetically refurbished, creating

a further 10 self contained apartments with new timber windows installed to echo the original design intent.

“HousingFirst deeply appreciates the work TOTAL has completed for us across several of our key projects. TOTAL always conducts themselves with the highest level of professionalism, even when they are faced with a demanding program, a tenant relocation or a budget-constrained brief. TOTAL should pride themselves on how they engage with and understand the client and bring a practical approach to any issues which may arise to ensure the successful outcome of the project.”

Danielle Leigh, HousingFirst Development Manager

PROJECT SNAPSHOT



HAMMONDCARE MIRANDA AGED CARE HOME

(\$21M)

Design and Construction of a 60 suite residential Aged Care Home.
MIRANDA, NSW

KOPWA RESIDENTIAL AGED CARE HOME

(\$36M)

Design and Construction of a 102 suite Aged Care Home.
ROSEVILLE, NSW

DUDLEY FOORD HOUSE RESIDENTIAL AGED CARE

(\$22M)

Design and Construction of a 104 suite Aged Care Home.
THE PONDS, NSW

WINSTON LODGE RETIREMENT LIVING

(\$5.7M)

Design and Construction of a 18 ILUs.
WINSTON HILLS, NSW

NIOLA CENTRE RESIDENTIAL AGED CARE HOME

(\$8M)

ECl, Design and Construction of a residential Aged Care Home.
PARKES, NSW

ROCKY POINT RESIDENCES

(\$16M)

Demolition of an existing 6 dwellings and construction of a new 77 suite Age Care Home.
BEVERLEY PARK NSW

RESIDENTIAL GARDENS

(\$6.5M)

Design and Construction of an expanded 22 suite Age Care Home.
ROOTY HILL NSW



TRICARE AGED CARE RESIDENCE

(\$38M)

Design and Construction of a 4 level 126 suite Aged Care Home.
WILLIAMS LANDING, VIC

MECWACARE SIMON PRICE CENTRE

(\$31M)

Demolition of an existing 60 suite Aged Care Home and construction of a new 100 suite Aged Care Home.
MONT ALBERT, VIC

MECWACARE JOHN HOOD TERRACE

(\$35M)

Design and Construction of an 80 suite Aged Care Home with double basement and 6 levels overall.
RICHMOND, VIC

CENTRAL PARK AGED CARE HOME

(\$14M)

Design and Construction of a 26 suite Aged Care Home.
WINDSOR, VIC

CLAREMONT TERRACE RESIDENTIAL AGED CARE

(\$9.1M)

ECl, Design and Construction of a 31 suite Aged Care Home.
MCKINNON, VIC

TABULAM & TEMPLER AGED CARE HOME

(\$16.6M)

Extension to an existing Aged Care Home.
BAYSWATER, VIC



HALCYON RISE LEISURE PRECINCT

(\$6M)

Construction of an Aged Care leisure precinct facility.
LOGAN VILLAGE, QLD

BLUECARE ACACIA GARDENS

(\$13.1M)

Design and Construction of a significant refurbishment of an Aged Care Home.
TOOWOOMBA, QLD

ORMISTON RISE RETIREMENT VILLAGE

(\$4M)

Construction of a new community centre.
ORMISTON, QLD

SEATON PLACE AGED CARE FACILITY

(\$23.9M)

Construction of a new 128 suite high-care Aged Care Home.
CLEVELAND, QLD

THE ORMSBY AGED CARE HOME

(\$28.8M)

Design and Construction of a 140 suite Aged Care Home.
BUDERIM, QLD

KUBIRRI AGED CARE PLUS CENTRE

(\$10.6M)

Design and Construction of a 42 suite Aged Care Home.
MOSSMAN, QLD

WARWICK INTEGRATED COMMUNITY

(\$28.2M)

Design and Construction of a 128 suite Aged Care Home.
WARWICK, QLD

MORE FROM OUR CLIENTS



The TOTAL team have efficiently addressed all design and construction challenges in each of our projects and have a proven track record in effective communication. TOTAL's commitment to quality outcomes along with post-completion attention have greatly assisted our team to commission these new facilities to become operational in as short a time as possible after project handover.

Michael Powell, Partner / Non-Executive Director
McKenzie Aged Care Group



TOTAL have delivered us a building which has exceeded our expectations, is of high standard of finish and most importantly, have paid strong attention to making sure minor defects are attended to, we have been trained in its operation and are currently preparing a maintenance regime for ongoing care of the building... Honesty was promised all the way, and when time was tight toward the end of delivery of the project, TOTAL were honest, open and transparent which helped alleviate any fears we had. I would recommend TOTAL Construction to any prospective client.

Robert Aquino, Operations Manager
Residential Gardens

OUR AWARDS



OUR AFFILIATIONS



OUR EXECUTIVE TEAM

At TOTAL we pride ourselves on our experienced team to ensure that we deliver what we promise and add value on our projects.



STEVE TAYLOR
MANAGING DIRECTOR

Based in our Sydney office, Steve provides corporate guidance for the company on all strategic and financial issues. Steve adopts a hands-on approach and works closely with key stakeholders. He is a founding shareholder of TOTAL and has extensive experience across all sectors of the building industry.



BILL FRANKS
DIRECTOR

A registered builder in New South Wales, Victoria, Queensland, South Australia and Western Australia with extensive experience, Bill ensures our compliance with all operational and corporate regulations. Bill is also a founding shareholder of TOTAL with over 30 years experience in the building industry across residential, commercial and industrial sectors.



SIMON HINNEBERG
CHIEF OPERATING OFFICER

With over 30 years experience in senior management roles for international tier 1 contractors in Australia, New Zealand and the United Kingdom, Simon leads TOTAL's operations with a wealth of industry knowledge and experience. Establishing the Queensland office in 2010, Simon has significantly grown the operations in this state as General Manager. As Chief Operating Officer for TOTAL, Simon provides national leadership and strategic vision to oversee all operations whilst driving continued sustainable competitive growth.



KAREN JACOBS
GROUP GENERAL
MANAGER CORPORATE
SERVICES

An MBA graduate and integral member of our Executive Management Team, Karen provides strategic leadership for our corporate services functions and drives the people strategy at TOTAL. Karen empowers our teams to continually seek ways to fulfill our purpose of making a difference to people's lives through excellence in construction, whilst also increasing productivity, innovation, personal development, improve safety and achieve quality outcomes.



GUY FINNIS
GENERAL MANAGER
- VICTORIA

Guy has over 25 years in the construction industry, working in Design Manager, Project Manager, Construction Manager and General Manager roles. His project portfolio includes projects in the health, commercial and industrial and residential sectors, new constructions, refurbishments and fit outs. Guy's strength is his strong collaborative nature, and his ability to bring the best out of people and projects.



JEREMY MCKENZIE
GENERAL MANAGER
- QUEENSLAND

Drawing on over 20 years experience in the construction Industry, Jeremy leads multiple teams for optimal outcomes. Managing all aspects of TOTAL's construction throughout our Queensland operations, Jeremy focuses on people management, whilst overseeing estimating, safety, financial management, client relations, growth and commercial optimisation.



ROB BLYTHMAN
GENERAL MANAGER,
ENGINEERING CONSTRUCTION
GROUP

Rob has more than 30 years experience in senior management roles across a variety of industries including Construction, Telecommunications and Broadcast in the Asia Pacific region. Rob's major strength is in developing opportunities, preparing and implementing sales and marketing strategies and building strong relationships with clients at all levels.

CORPORATE SOCIAL RESPONSIBILITY

We are dedicated to learning, informing, supporting and participating in a variety of initiatives to bring about positive change to our communities, environments, employees and other stakeholders.

Community

We provide paid community leave, supporting our employees requests to participate in social causes in their local communities.



St Mary's House of
Welcome - VIC



Foodbank - NSW

Annually TOTAL hosts workshops for Seven Hills High School students, giving them a greater insight into working within the construction industry. They participate in site tours, talks with apprentices, contractors, Directors and a variety of employees. We sponsor students to obtain a White Card, provide guidance on resume writing and interview skills whilst widening their exposure and knowledge of different trades and roles in construction.



Seven Hills High School students

We also proudly support the following local charities and community groups:



MATES in Construction

TOTAL regularly participates in awareness campaigns and initiatives for Mates in Construction, we hold 'Fly the Flag' morning teas, BBQs & Toolbox Talks in our offices and on several sites to raise awareness for Suicide Prevention.

Social Procurement

We regularly purchase from the following organisations to generate social value beyond the value of the goods and services bought:



Fruit2Work: Registered charity, not for profit social enterprise providing employment opportunities for former inmates.



Who Gives a Crap: Providing eco-friendly bathroom supplies with carbon neutral delivery and 50% of profits donated to charity partners.



St John Ambulance: First Aid training from a registered charity.



Mental Health First Aid Australia: Through this not-for-profit health promotion charity we train our employees in Mental Health First Aid.



Fab Little Bag: Sustainably made from plants, sealable sanitary disposable bags provided in every office and on site to prevent products being flushed, saving our oceans.

Sustainability

Through internal expertise, construction methodologies and technologies, TOTAL applies sustainable practices across all our projects and offices.

We have delivered Green Star awarded buildings, setting the standard for healthy, resilient, positive buildings and adding value to our client's investments.

Further initiatives to reduce our carbon footprint and waste include:

- Minimising waste and digital waste
- Minimising demolition where design permits
- Maximising reuse and recycling of demolished and excavated materials
- Safe paint removal methods.

Employee Support

We provide a complimentary employee assistance program for all employees and their families to have confidential access to caring health professionals 24/7.



***‘Making a positive
difference in people’s
lives through excellence
in construction.’***

THE SUMMER HOUSE
GP.01 - 14

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