

Company Profile

Trusted electrical, data, security and civil works across Melbourne

COMPANY SNAPSHOT

Legal name New Wave Electrical Contractors Pty Ltd

Trading as New Wave Group

ABN 53 224 978 443

ACN 108 490 811

Electrical licence REC 16474 — licensed electrical contractor, Electrical Safety Victoria

Membership NECA

Head office 5/8 Enterprise Drive, Rowville VIC 3178

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Coverage Melbourne metropolitan area, with a strong base across Rowville, Knox, Monash, Dandenong, Casey and the south-east

ABOUT NEW WAVE GROUP

New Wave Electrical Contractors Pty Ltd, trading as New Wave Group, is a Melbourne-based commercial electrical and security contractor with more than 20 years in operation. We deliver electrical, data and communications, security systems, civil works and EV charging to commercial, industrial, healthcare, education and facilities-management clients.

The business is built around a directly employed team of licensed electricians, security installers, estimators and project staff, supported by a dedicated vehicle fleet and an in-house office. We do not run a labour-hire model. The people who price the work, and the people who install it, sit inside the same company, so the standard on site does not change from job to job.

We work as a direct contractor and as a subcontract partner to builders and national facilities and security service providers. A large part of the work is recurring: programmed maintenance, statutory testing and multi-site compliance, not one-off call-outs. Every job is managed through our operations platform from quote to close-out, so clients can see status, test results and history without chasing them.

The work we take on is the kind where a callback is expensive. Commercial fit-outs, medical and healthcare environments governed by AS/NZS 3003, education and community buildings, and government and public infrastructure. Reputation has been built by being the contractor builders and facility managers call back.

WHAT WE DO

Electrical

Commercial and industrial installation, upgrades and fit-outs, from first power connection through to testing, certification and handover. Ongoing preventative and reactive maintenance sits alongside project work, so the same team that builds a site can keep it compliant.

- New installations, fit-outs and refurbishments for commercial, retail, industrial and multi-site environments
- Main and distribution switchboards, power and lighting, lighting control and associated cable works
- Underground electrical and communications services, and coordination with authorities for site power

- Preventative maintenance, fault-finding, repairs and breakdown response
- Electrical compliance testing, test and tag, and reporting
- Medical electrical installations, solar, dry fire and hearing augmentation where the project calls for them

Data and communications

Structured cabling and communications infrastructure, delivered as part of a broader electrical fit-out or as its own scope, coordinated with the other trades on the job.

- Structured cabling for voice, data and network infrastructure
- Communications room and switchboard fit-out support
- Coordination with other services on multi-trade installations

Security

Design, supply and installation of CCTV, access control, alarms and intercom for commercial sites and homes, led by a dedicated head security installer. Cloud-managed systems are delivered with our partners AIHY Cloud Solutions and Verkada. Emergency and exit lighting testing is run as a scheduled compliance program, with failed items repaired through a tracked workflow.

- CCTV design, supply and installation, including cloud-managed cameras
- Access control, alarms, intercom and visitor management
- Emergency and exit lighting installation, discharge testing and remediation

Civil

Where electrical or communications work needs civil support, we coordinate that scope directly rather than leaving the client to manage a separate contractor.

- Civil works supporting electrical and communications infrastructure
- Site coordination across multi-trade projects

EV charging

Design, supply and installation of EV charging for homes, workplaces and multi-site operators. Each job starts with a site assessment so the charger, cabling and switchboard are sized to the supply that is actually there.

- Residential wallbox chargers and commercial or fleet charging
- Switchboard and circuit upgrades where the existing supply is not enough
- Testing, commissioning, electrical safety certification and ongoing support

SECTORS WE SERVE

The client base is commercial and industrial, with a bias toward sites that need a reliable contractor more than the cheapest quote. Many relationships are ongoing. We are engaged as a maintenance and compliance partner across a portfolio, including programs delivered for national facilities and security service providers.

- Commercial offices, retail and hospitality
- Industrial, warehouse and transport facilities
- Healthcare and medical environments, including essential-services upgrades
- Education, community and NDIS accommodation
- Government and public buildings
- Facilities-management portfolios and multi-site rollouts

WHO WE WORK WITH

Commercial clients we support include Chubb, rae-line, Royans Transport Accident Repairs, SIXT, Kookaï, Hallam Truck Centre, Hallmark Cards, Visy, JBS and ARB.

On construction projects we work with builders including Total Construction, 2Construct, Constructive Group, Civic Crown, Intrec and Insitu Group. Security technology is delivered with AIHY Cloud Solutions and Verkada.

SELECTED PROJECT EXPERIENCE

Royal Talbot Rehabilitation Centre, Kew

Upgrade of the substation supply and installation of a new main switchboard with integrated power factor correction, meeting essential-services requirements for Austin Health without disrupting patient care.

Hamer Hall

Theatre lighting refurbishment on a live performing-arts venue.

Storage King, Knoxfield

Commercial electrical package for Total Construction on a new storage facility.

NDIS apartments — Augusta Street, Glen Huntly and Petrie Street, Frankston

Electrical fit-out of specialist accommodation for Constructive Group, including accessible apartments and associated services.

Epping Secondary College — food technology rooms

Specialist teaching-kitchen electrical fit-out for Constructive Group.

Walker Street Pavilion, Nunawading

Community sports pavilion electrical works for 2Construct.

HOW WE WORK WITH YOU

1. Enquiry and quote

The estimating team scopes the work and issues a clear, itemised quote, whether it is a single job, a fit-out package or a multi-site maintenance program. The person accountable for the price stays close to the job.

2. Scheduling and delivery

Jobs are raised in Simpro and dispatched to directly employed, licensed technicians. Scheduling across Melbourne metro is route-optimised, with live GPS tracking on the fleet so arrival times and job status stay accurate.

3. Compliance and reporting

Test results, photos, job history and supporting documents are captured against the job and the asset. Records are kept so an audit, an insurer or a facilities manager can be answered from the file, not from memory.

4. Ongoing support

On recurring programs the office team manages scheduling, invoicing and follow-up. Clients are checked in with, rather than left to chase outstanding items, so a multi-site program keeps moving without administrative friction.

OUR MAINTENANCE PROGRAM

For clients who need ongoing assurance, we run a structured preventative-maintenance program. It is the same process already used to deliver recurring, multi-site compliance testing for national clients. Victorian building owners carry real obligations for RCD testing, emergency and exit lighting, and test and tag. The program is built so those obligations are scheduled, tested, recorded and repaired, not left until something fails.

1. Programmed scheduling

Preventative-maintenance schedules are turned into individual job records for every site and asset. Switchboards, RCDs and emergency lighting are mapped to a compliance calendar so nothing is missed and everyone can see what is due.

2. Site testing and reporting

Technicians complete the on-site work and log results against the job as they go. Typical scope includes RCD trip-time testing to AS/NZS 3760, emergency and exit lighting discharge testing to AS/NZS 2293, appliance test and tag, and thermal imaging of switchboards where it is part of the program.

3. Repair and remediation

Faults found during testing are matched to a purchase order and tracked from identification to close-out. Failed emergency fittings, nuisance trips and defects are repaired inside the same workflow, not raised as a separate chase.

4. Documentation and compliance

Test results, photos and repair history stay against the asset. Compliance evidence is audit-ready on request, for the client, their insurer or their facilities manager.

5. Account management

Invoicing and account follow-up are handled by the office team with a checking-in, no-blame approach. Multi-site programs stay current without the client having to manage the paperwork.

OUR PEOPLE

A team of licensed electricians, estimators, project staff and office support, led from Rowville. Low turnover means the person who quotes a job is usually still accountable for how it is delivered.

- Jeremy Reeves — Managing Director. Overall operations and direction, and the standard the work is delivered to.
- Luke Higgins — Operations Manager. Day-to-day operations, project coordination, client communication and oversight of estimating.
- Sowj Paniyur — Lead Estimator and Contract Administrator. Pricing and contract administration across projects.
- Ella Church — Office Administrator. Scheduling, client communication, office operations and accounts receivable.
- Zoe Reeves — Administrator. Day-to-day administration, records and client communication.
- Brendan Porter — Company Accountant. Financial management, reporting and accounts administration.
- Licensed electricians, a head security installer, and technicians covering scheduled emergency and exit lighting testing.
- A dedicated, GPS-tracked fleet operating across Melbourne metro.

HEALTH, SAFETY AND COMPLIANCE

- Licensed electrical contractor — REC 16474, Electrical Safety Victoria
- NECA member

Electrical standards

All electrical installation work is carried out to AS/NZS 3000 (the Wiring Rules) under the Victorian Electricity Safety Act and Electricity Safety (General) Regulations. The standards below apply across that work, and the specialist standards apply where that scope is part of the job.

- AS/NZS 3000 — Electrical installations (Wiring Rules)
- AS/NZS 3008.1.1 — Electrical installations — Selection of cables
- AS/NZS 3012 — Electrical installations — Construction and demolition sites
- AS/NZS 3017 — Electrical installations — Verification by inspection and testing
- AS/NZS 3019 — Electrical installations — Periodic assessment
- AS/NZS 4836 — Safe working on or near low-voltage and extra-low voltage electrical installations
- AS/NZS 61439 — Low-voltage switchgear and controlgear assemblies
- AS/NZS 3003 — Electrical installations — Patient areas
- AS/NZS 3760 — In-service safety inspection and testing of electrical equipment and RCDs
- AS/NZS 2293 — Emergency lighting and exit signs for buildings
- AS/NZS 5033 — Installation and safety requirements for photovoltaic (PV) arrays
- AS/NZS 4777.1 — Grid connection of energy systems via inverters — Installation requirements
- AS/NZS 61851 — Electric vehicle conductive charging system

Communications, fire and security

Where the job includes these services, work is carried out to:

- AS/NZS 11801 — Generic cabling for customer premises
- AS/CA S009 — Installation requirements for customer cabling
- AS 1670.1 — Fire detection, warning, control and intercom systems — design, installation and commissioning
- AS 1428.5 — Communication for people who are deaf or hearing impaired
- AS/NZS 2201.1 — Intruder alarm systems — design, installation, commissioning and maintenance
- AS/NZS 62676 — Video surveillance systems for use in security applications
- Directly employed technicians, so safety practices are consistent on every site
- Subcontractor compliance tracked through certificates of currency and licensing, where subcontractors are used
- Fully insured, with test records and job history retained for every compliance job

SYSTEMS AND TECHNOLOGY

Jobs, quoting, scheduling, assets and staff licensing are managed in Simpro. That is the record clients can rely on for job status and compliance history. Accounts run through Xero, communications and documents through Microsoft 365, and the fleet through Verizon Connect for live vehicle visibility. Scheduling, dispatch and reporting stay in one chain, and that chain can be audited.

FLEET AND COVERAGE

Technicians operate from a dedicated vehicle fleet based in Rowville, covering Melbourne metro with particular depth across the south-east: Knox, Monash, Dandenong, Casey and surrounding suburbs. Routes are planned, vehicles are GPS-tracked, and the office can see where a job sits without waiting for a call back from site.

WHY CLIENTS WORK WITH US

Directly employed team

Electricians and security installers are on the payroll. Quality and safety do not depend on whoever a labour-hire agency sends that morning.

Full visibility

Every job is tracked in Simpro. Status, test results and history are available when a client, an auditor or a builder asks for them.

Proven on recurring work

Maintenance and compliance programs are already running for national clients across multiple sites. The process is in place; it does not have to be invented for the next contract.

A project record that stands up

Healthcare essential services, performing-arts venues, education, NDIS accommodation and commercial facilities. The work is in buildings where the installation has to be right the first time.

Responsive support

A dedicated office team handles scheduling, accounts and follow-up, so a program does not stall because nobody owns the administration.

GET IN TOUCH

We would welcome the chance to talk through an electrical, data, security, civil or EV requirement — a one-off project, a fit-out package, or an ongoing maintenance program.

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