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WHO WE ARE

Fresh Start Australia (FSA) is an Indigenous-owned Integrated Facilities Management organisation. We acknowledge the traditional owners of the lands on which we work. As part of our ATSI (Aboriginal & Torres Strait Islander) Engagement Strategy, our goal is to leave a sustained, positive footprint in the communities in which we operate by improving indigenous employment outcomes.

Bridging the Gap

Fresh Start Australia is passionate about working with Clients to develop a sustainable framework that focuses on addressing workforce skill gaps and supporting the economic and social well-being of Aboriginal people. We have partnered with major organisations and education providers to facilitate real change for Aboriginal people wanting to enter the workforce, as well as improve career pathways for existing Aboriginal staff.

Fresh Start Australia works closely with Clients to support local and rural employment districts by providing culturally sensitive employment services through unique pre-employment training opportunities, the transition to work programs, as well as ongoing mentoring and coaching.



HISTORY

Our CEO, Daniel Phillips founded New Start Australia in 2009. New Start is a 100% indigenous owned business supplying labour and recruitment services to a variety of industries. Daniel always wanted to expand his business interests into Facility Management as he had the staff and systems in place.

In 2017, Daniel formed Fresh Start Australia. Daniel put together a team of industry experts with over 30 years experience in Facilities Management and Hospitality, with the goal of becoming the preferred supplier of choice for our clients.

CAPABILITIES

Fresh Start Australia is a diverse, integrated facilities management organisation which brings expertise in all soft and hard facilities services, asset management, hospitality and capital works. Combining 30 years of experience, we offer an established methodology to deliver robust dynamic solutions, utilising the latest in IT, facilities maintenance and management systems. FSA offers complete end-to-end services extending from pre-implementation planning through to maintenance, support and administration.

FSA offers our clients a bespoke service model that best meets their needs. We allow our customers to choose from the different services we manage or take a full turnkey solution where we can manage the clients' total facility management requirements.

Practical and reliable partnerships and expertise tailored to your needs is an essential component of our offering and will give you and your project managers the support they require.

FSA has a positive reputation of delivering “on-budget, on-time, all the time.” We appreciate time is money and a driver to ensure your business can focus on its core activities.

We partner our clients believing openness and transparency form the cornerstone to this alliance, enabling FSA to provide a clean, healthy environment. Our experience in major commercial, mining, major rail and civil projects, industrial and open air precincts allows us to develop the effective scope of works with accurate costings. We employ the people with the right skill set for the right job

FSA's staff, our frontline, are empowered by management to make decisions and act quickly to meet the client's demands in real time. FSA is aware that our ability to meet the customer's

deadlines and requirements will allow them to achieve their business goals and focus on core activities. With our roots in Recruitment and Labour Hire, FSA can source and retain the best staff on the market.

FSA is the team to get the job done. From in-depth technical planning, trade and construction services, to facility establishment and management, and a great atmosphere which all project contributors can be proud to be involved. Our scalable, robust model also allows us to offer our clients the flexibility to adapt quickly to real life requirements



We look forward to working with a partnership approach to develop bespoke solutions.

NATIONAL FOOTPRINT

Fresh Start Australia has the capability to supply to all parts of the country. We have offices in each state and territory ready to assist with any local concerns or issues. FSA has more than 1,000 staff supplying services to our current clients. With our roots in recruitment we have no problem in identifying and keeping the best staff available on the market



INDUSTRY EXPERIENCE

Fresh Start Australia has experience and expertise across a diverse range of different industries including:



OFFICE BUILDING



MANUFACTURING



WAREHOUSES



HEALTHCARE



AGED CARE



CONSTRUCTION



CIVIL WORKS **MINING RESOURCES AND ENERGY**



HOSPITALITY AND TOURISM **TRANSPORT** **RETAIL**

INTEGRATED FACILITIES SERVICES

FSA provides high and low technical maintenance services. We have qualified staff to ensure the highest standard of service is supplied. Our teams have been trained to be reliable, courteous and dependable; we meet our commitments with flexibility and efficiency each time. The FSA maintenance division takes the responsibility of these services off the Site/Building Managers allowing full concentration to focus on their core business.

OPERATIONS & MAINTENANCE

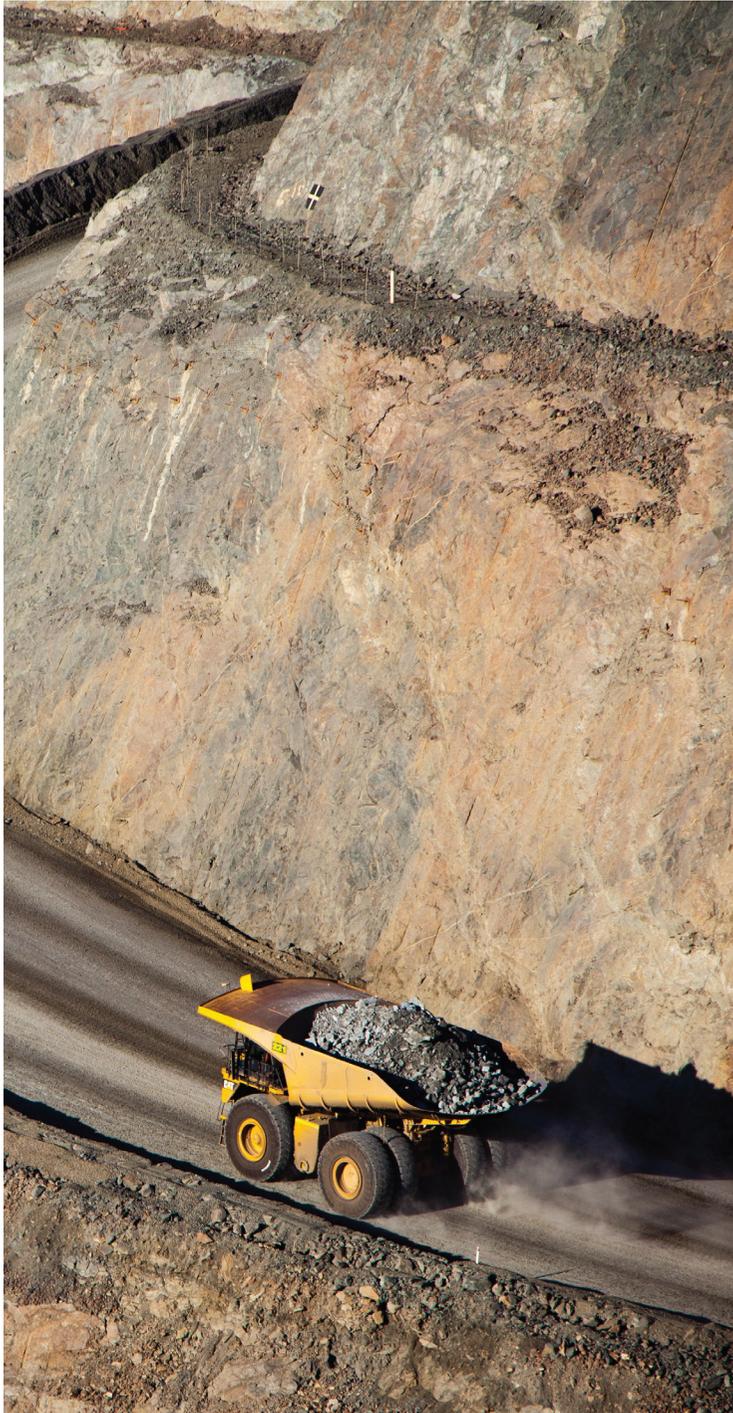
- Building Fabric Maintenance
- Cleaning & Hygiene
- Electrical System
- Fire & Security System
- Heating & Plumbing
- Grounds & Waste Maintenance
- Warranty Management
- Essential Services
- Code Compliance
- Handyman & Painting Services
- CMMS Application
- Furniture Management
- Fabric Maintenance
- Traffic Control
- Camp Construction & Management

SUPPORT SERVICES

- Landscaping
- Security Services
- Catering
- Occupancy Management
- Payroll & Account Services
- Interior Plants
- Mail-room
- Porterage
- Reception & Concierge
- Reprographics
- Office Space Management (Chum)
- Workplace Design
- Critical Infrastructure Services
- Accommodation Management
- Housekeeping

FACILITIES MANAGEMENT

- Call Centre Services
- Project Management
- Procurement
- Benchmarking
- Capital Planning
- Consulting
- Building Audits
- Building & Facilities Appraisal
- Statutory Compliance
- Heritage Management
- Environmental Management
- OH&S Management
- Supply Chain Management
- Financial Budget Management
- Property Management



CAMP SERVICES

FSA is committed to sustainable management of facilities specialised in servicing Australia's remote living sector. FSA meets the demanding challenge of remote service delivery with site specific design and administration planning.

We offer a complete construction solution from design and site preparation services, to a full suite of containerized mine site accommodation options. This includes:

- Construction of all camp buildings
- Laundries
- Toilet & shower facilities
- On-site storage
- Generators
- Fuel tanks
- Pumps
- Water Storage
- Final landscaping

When the camp is constructed and is being utilised FSA can supply all the services to keep it running optimally. This includes but is not limited:

- Accommodation Management
- Housekeeping
- Catering
- Waste Management
- Grounds Maintenance
- HVAC
- Security
- Fire Services

We focus on creating a safe, comfortable, enjoyable and environmentally friendly living environment. GFSA is a total package supplier. We design, mobilise, accommodate and cater to all aspects of remote living. Whether it is a mobile exploration camp, a temporary construction camp or a permanent village, your crew deserves more than a cold shower and a budget bed. Our philosophy is that our residents should feel at home in our camps.

FACILITIES MANAGEMENT

Fresh Start Australia offers high and low technical maintenance services. We provide qualified tradespeople to ensure the highest standard of service is supplied, and the risk of injury and litigation for our clients are mitigated across electrical, plumbing and building services.

Our teams have been trained to be reliable, courteous and dependable; we meet our commitments with flexibility and efficiency every time. The FSA maintenance division takes the responsibility of these services off the Site/ Building Managers allowing full concentration to focus on their core business.

- Maintenance and defect reports
- Annual/Preventative Maintenance programs for Commercial, Industrial and high rise Residential sites
- Qualified maintenance advice
- Complex inspection & rectification programs
- Plumbing, Drainage and Gas Fitting Installations and Maintenance
- Rainwater Tank Installations & Maintenance
- Pump Servicing and installation
- High-Pressure Water Jetting and CCTV Inspections of Sewer and Storm Water Drains

- Grease Trap Installation, Maintenance, Servicing and Pump-outs
- Bathroom and Kitchen Installations
- Thermostatic Mixing Valves and RPZD Installation, Maintenance including Annual Testing as per legislation
- Taps and toilets
- Hot Water Pumps
- All Maintenance for Gas, Electrical and Solar Heaters and Boilers

We partner our clients believing openness and transparency form the cornerstone to this alliance, enabling NSA to provide a clean, healthy environment. Our experience in commercial, domestic, light industrial, industrial and open air precincts allows us to develop the scope of works with accurate costings. We employ the right person with the right skill set for the right job.

Cleaning

FSA can assist with any cleaning requirements your business requires, from office cleaning, warehouses and factories, retirement homes and aged care facilities, and accommodation house keeping. FSA can work with your organisation to build a cleaning solution that fits your requirements including a dedicated

workforce ensuring clean and comfortable sites and facilities. FSA cleaners are well presented, uniformed, trained to be unobtrusive, dedicated and professional in their attendance to all site requirements and duties. We also provide an additional set of eyes to identify maintenance issues to keep the facilities safe, environmentally friendly and functional.

Grounds Maintenance & Landscaping

FSA has a team of gardeners and landscapers that work with all your needs. Whether it is maintaining an existing garden or creating a new landscape from scratch FSA can support your needs.

General Handy Man & Maintenance Services

FSA has a core team of handymen that can be used to deliver any service required, no matter how small or large. Our clients have access to a designated number to call through any issues that are to be solved. Our staff will be on site within agreed KPI timelines to complete the required task.



TRAFFIC CONTROL

We engage our specialised traffic management division where traffic flow requires intervention for the protection of a site, safety for workers and vehicle and pedestrian safety. Our industry experienced traffic consultants will ensure your traffic management plans are expeditiously approved by council and government departments, saving our client's time and money.

FOOD SERVICES DIVISION

With FSA, you will find a true multi-service organisation which will provide you top of class food services and integrated facilities services. We offer the true turnkey service model which will ensure that you obtain a high quality and consistent service across all areas pertinent to your facilities. Our balanced approach will make sure that you receive healthy and great tasting food services while partnering with an organisation with know-how, methodology unique pertinent to your facilities.

As an experienced caterer, we understand that it is essential to backup your food and beverage offering with a reliable, hassle-free service. We provide well-balanced dietician approved menus. We understand the expectations of clients in this market and have the necessary experience in menu creation to satisfy all tastes and preferences. Our solution is based on economic viability, sustainable and robust food and beverage offering for which we believe will be to the designed to the satisfaction of each client.

We have a fully HACCP accredited supply chain making sure that our offering is prepared under the strictest conditions.

FSA has the experience to supply catering and hospitality to the following sectors:

- Healthcare - hospitals and aged care
- Education
- Mining, Resources and Energy
- Corporate Offices
- Factories and warehouses
- Retail Outlets





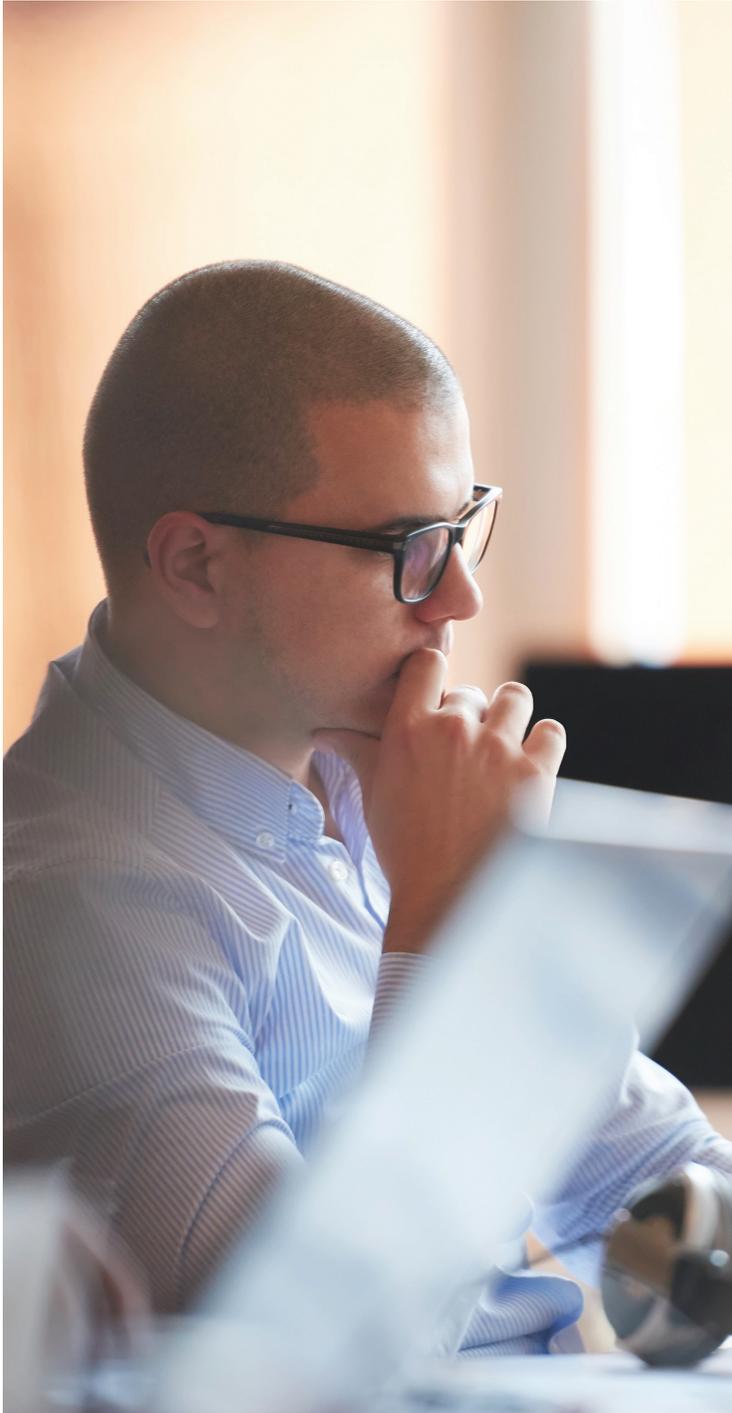
SUPPLY CHAIN SERVICES DIVISION

FSA's Supply Chain service offers the perfect solution for organisations that do not have a dedicated procurement or supply chain department. Or organisations seeking to gain savings in categories which are not core to their business.

Our offering ranges from simple consulting or supplier review projects to full-scale management of your cost management and compliance.

FSA can create a Supply Chain strategy which supports and is tailored to your business strategy and needs whether that be full management of the supply chain, development of Supply Chain policies, negotiation of a contract or management of a Request for Proposal process. We will create a strategy that will reduce your organisation's costs and add value direct to the bottom line, while delivering operational efficiencies.

Our Supply Chain team have provided value improvement and cost savings to large-scale Healthcare providers, The Department of Defence, Mining Industry and some of Australia's largest Aged Care Groups.



OUR INNOVATION

Fresh Start Australia's on-site service delivery is supported by best of breed Information Technology and Telecommunication infrastructure that allows our staff to manage the needs of our clients and not be bogged down in paperwork. Our systems can be fully paperless and FSA has invested extensively in IT&T Infrastructure to support end-to-end cloud-based platforms, which are less resource-intensive than traditional models.

All FSA employees on site are fully connected via smart-phone and tablet applications, giving real time data to our Operations Management and Clients. Real time access to the data allows FSA to be proactive with our clients, identifying potential risks before they occur and undertaking preventative maintenance to ensure clients assets can run without costly breakdowns.



INDUCTION & TRAINING PROGRAMS

Fresh Start Australia provide our staff with customised Induction and Training Packages, depending on the requirements of their position and the clients they are working with. Induction and Training content is customised for each client to cover their specific requirements. All training can be performed remotely, and training materials can be accessed online so staff can refresh wherever and whenever they require.

COMMUNITY ENGAGEMENT

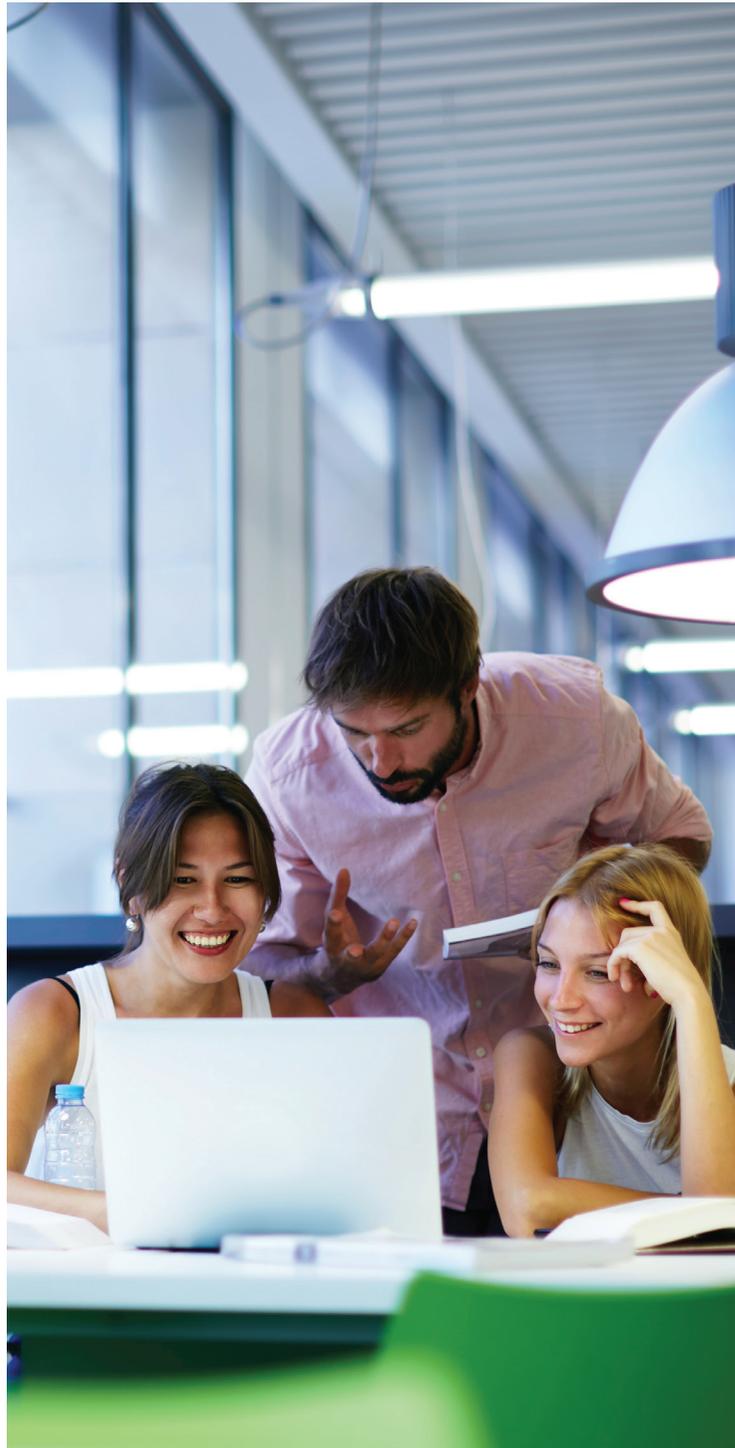
Fresh Start Australia is an Indigenous owned organisation which acknowledges the Traditional Owners of the lands on which we work. As part of our efforts to leave a sustained, positive footprint in the communities and broader economies in which we operate, Fresh Start has a strong focus on improving Indigenous employment outcomes. This is not on our agenda it is in our DNA.

FSA has provided a “FRAMEWORK” that focuses on addressing workforce skill gaps as well as supporting the economic and social well-being of Aboriginal people. We have developed partnerships between major organisations and education sectors to deliver real change for Aboriginal people wanting to enter the workforce and improve career pathways for existing Aboriginal staff.

FSA will continue to work partnered closely with our key partners to close the gap in health and employment outcomes between Aboriginal and non-Aboriginal people. FSA provides a culturally safe and competent working environment, through the unique pre-employment training and transition to work programs, and ongoing mentoring and support to all key stake holders, with the aim to increase the representation of Aboriginal employees across the workforce.

From an economic and social perspective, we believe that every effort should be made to ensure Aboriginal and Torres Strait Islander people are not subject to continuing chronic underrepresentation in Australia’s labour market. Fresh Start Australia is committed to making a significant difference in this important area of economic and social equality, and feel it is our responsibility to do so.





CULTURAL AWARENESS & SENSITIVITY PROGRAMS

Fresh Start is the market leader in the delivery of Cultural Awareness & Sensitivity Training. We have delivered Cultural Awareness & Sensitivity Training nationally to some of Australia's largest employers and most recognised brands. Our Training can be tailored to suit the audience and industry-specific needs, participant availability and both small and large classroom sizes. We have a range of delivery models to cater single and multi-state implementations.

Online e-Learning Modules are also available, which can be customised and aligned to current business plans, goals, policies and procedures to ensure learning is relevant and complementary.

Tailored Learning Materials such as Handbooks, aligned to an organisation's RAP [Reconciliation Action Plan] can be a valuable tool for the primary stakeholders to engage effectively with Aboriginal and Torres Strait Islander people to support a positive employment journey with higher levels of staff participation, engagement and retention.

This is one of our most popular Training Packages, and we are continually receiving positive feedback from course participants representing all levels of the organisation's hierarchy from CEO/GM level to entry level staff.



It's time to make a fresh start.

Daniel Phillips

Chief Executive Officer

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📍 ADELAIDE 📍 BRISBANE 📍 MELBOURNE

📍 NEWCASTLE 📍 PERTH 📍 SYDNEY 📍 TOWNSVILLE