



# Capability Statement

**Harvey Norman Commercial  
Division Queensland**





FOUR MILE BEACH, QUEENSLAND

**At Harvey Norman Commercial Queensland  
our mission is to:**





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CELLO APARTMENTS | CS DEVELOPMENT GROUP

HARVEY NORMAN COMMERCIAL QLD



## About Us

Founded in 1989 on Queensland's Gold Coast, our Harvey Norman Commercial Queensland Division was established to service Queensland's growing development, design and building industry.

For over three decades, we have been the supplier of choice for architects, developers, builders and plumbers.

Since first opening our doors, our business has continuously grown and evolved to support the needs of our clients.

Today we're proud to be Queensland's largest supplier of:

- Electrical Appliances
- Plumbing Fixtures and Fittings
- Hot Water and Solar Systems
- Air Conditioning
- Home Automation Solutions
- Security Systems, Cameras and Remote Monitoring
- Furniture Packages including full FF&E, Mattresses, Fit-Out of Display Homes, Unit Sales and Offices
- Supply and install on selected services



# What Makes Us Different?



## Our Strong Supplier Relationships

Having been in the industry for more than thirty years, we've had the time to establish and nurture strong relationships with our suppliers.

With so much choice in today's market, we know that all products aren't created equally. We only work with suppliers and brands that we trust so we can ensure you receive the quality and after sales care you deserve.

As a result of our close-knit relationships, we also have the advantage of being able to test out the latest products, be first to market with new collections, source specialised colours and finishes and gain access to the most competitive pricing in the industry.

## Our Extensive Reach

With over 130 employees, 3 large format warehouse facilities and 3 state-of-the art Selection Centres in Queensland alone, our reach is unrivalled. Located on the Gold Coast, our head office is purpose-built and is home to over a hundred employees working collaboratively across a wide range of departments to ensure we deliver success.

Servicing the booming region of southeast Queensland and northern New South Wales, our head office is also home to the largest Selection Centre of its kind in Queensland.

Designed to inspire and inform, we are proud to have Selection Centres on the Gold Coast, Sunshine Coast and Townsville, featuring the latest products and collections from world-renowned brands and quality Australian suppliers. Wherever you are in Queensland, we have you covered.

## Our Dedicated Team

At Harvey Norman Commercial Queensland, we wouldn't be the industry leaders we are without the skill and expertise of our dedicated employees.

From concept design to delivery, our team works with you through all stages of the process to offer personalised service, unbiased advice and care and competency every step of the way.

From administration to sales; project coordination to our warehouse and delivery team; our talented staff embody the passion and heart behind our business.

Together, we have a wealth of knowledge, industry expertise and experience that is second to none.





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## Our Services

We work closely with our clients to provide a personalised, professional service that is unparalleled in our industry.

Our long-standing relationships with our commercial partners and suppliers represent some of the most trusted brands in Australia.

Since 1989, our strong work ethic and focus on customer satisfaction has been central to everything we do. We offer a range of services to suit our client's needs including:

- Selection and Personalised Consultation Services
- Services for Architects, Designers and Developers
- Services for Residential Home Builders
- Services for Commercial and Residential Developers
- Services and Products for Aged Care and Assisted Living
- Services and Products for People with Disabilities





## Selection Service & Consultation

When you book an appointment at one of our Selection Centres, you can expect a personalised one-on-one service with one of our experienced account managers and architectural consultants to guide you every step of the way.

We'll discuss your goals and simplify your design decisions by offering everything you need to make an informed and confident selection.

To further assist you with the decision making process, we also offer exclusive use of our state-of-the-art selection centres and private on-site conference spaces for your team and clients to gather, dream and bring your visions to life.

Contact us to book in a time or give us a call today for more information.

## Services for Architects, Designers & Developers

With formal training and experience in design, our talented team of architectural representatives can engage with you early in the design process to provide a roadmap to success.

We can help create and shape spaces that are reflective of your ideas whilst also being sensitive to any budget and project constraints. From providing guidance and product specifications to offering insight into current and past market trends, we are passionate in helping you achieve your goals.

As professional designers, we are skilled communicators and enjoy working collaboratively with you to ensure your next project is not only functional, but fabulous. From understated accents to bold additions, we are committed to helping you find the right products for your next project.

Let us add value to your design process.

## Services for Residential Home Builders

From bespoke single homes to master planned communities, we understand that great communication and project coordination is fundamental to delivering a quality home. We know what exceptional and reliable service means, and we're dedicated to building and nurturing a relationship that withstands the test of time.

When you work with us, we:

- Offer up to two-year fixed term contracts
- Offer price certainty, regardless of market conditions and fluctuations
- Offer the largest range of products from the world's best brands and suppliers
- Provide display discounts for dedicated display homes
- Offer additional warranty terms for selected products
- Offer one of the largest and most efficient coordination teams in the industry
- Provide you with one dedicated point of contact to handle any queries and assist with all of your deliveries

## Don't Have a Selection Centre or Showroom of Your Own?

We can offer your clients access to one of our state-of-the-art Selection Centres to confirm their selections or to select any product upgrades.

**Contact us to find out more.**



## Services for Commercial & Residential Developers

At the heart of our business is our dedicated Projects team, created to specialise in the specification, coordination and delivery of tailor-made electrical, plumbing and technology solutions for commercial and residential developments.

Working alongside our Architectural Representatives, our Projects team is at the forefront of design and we are passionate about the fit-out details, fixtures and fittings that make your project unique.

We leverage our strong supplier relationships to source bespoke products, colors and finishes and honor existing pricing once committed.

With our vast range of products and industry experience, it's no coincidence that we service the majority of the state's building and property market.

We have experience in:

- High-Rise/High-Density Residential
- Medium Density Residential
- Small Scale Boutique Developments
- Large Scale Commercial Developments
- Hotels and Motels
- Sporting Stadiums
- Retirement Villages and Aged Care
- Accommodation and Housing for People with Disabilities (PWD)
- Airport Terminals
- Schools and Universities
- Childcare and Early Learning Centres

## Services & Products for Aged Care & Assisted Living

At Harvey Norman Commercial Queensland, we help you envision spaces that will inspire and enrich the lives of our ageing and elderly population. We can customise and provide a full range of products that allow flexibility while maximising independence and safety.

From understated accents and discreet modifications to bold additions, we continually work with our trusted suppliers to bring you the best in high-quality and multifunctional products.

Our talented Projects team are experts in recommending products and fixtures that are timeless and beautiful yet versatile.

We can provide:

- Care products with modern designs
- Specialised fittings and fixtures
- Commercial grade kitchen appliances
- Commercial grade laundry services
- TV & AV equipment
- Security and Intercom systems
- Air conditioning and climate control
- Smart home setup and control systems

From large scale aged care facilities to smaller boutique retirement homes and assisted living centres, we treat every project with the attention to detail and care it deserves.

With our superior after sales support, you can also easily streamline maintenance across multiple centres and locations.



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## Services & Products for People with Disabilities (PWD)

From simple home adaptations to complex modifications, we're focused on empowering and supporting people living with disabilities.

In a sector governed by complex regulations and building codes, we can help make the process easier by identifying and delivering the right solutions for your needs.

From grab rails and easy height appliances to automated doors and climate control, we have access to a diverse range of products from leading brands and local Australian suppliers.

As leaders in our industry, we understand that smart home systems and emerging technologies have great potential to transform and improve the quality of life for over 4.4 million Australians living with some form of disability today.

Our Home Automation team can assist with a multitude of services, including automated doors and security systems, automated lighting, power and climate control, emergency call and sensor systems, audio visual entertainment, intercom and phone systems and assistive technology.

## Smart Technology & Home Automation Solutions

Since the emergence and increasing availability of Smart technology, we've been committed to providing the latest in smart solutions and home automation services.

By leveraging the buying power of the Harvey Norman Group, we are able to deliver premium quality and competitively priced solutions to suit commercial and residential projects of all sizes including:

- Lighting and Blind Control
- Surveillance and Security
- Home Theatre/Media Rooms
- Video/Boardrooms
- Energy Management
- Outdoor Living
- Remote Access
- Climate Control
- Networks and Wi-Fi
- Automation
- Multi Area Audio Visual
- MDU (Multi-Dwelling Units)
- Access Control/Intercoms
- Total Home/Business Solutions

We are proud to hold professional accreditation to all of the leading industry bodies, including CEDIA (Custom Electronic Design and Installation Association) since 2005.

By dealing with a CEDIA member, you know you're employing the most qualified audio visual, IT, energy management and automation experts available and that your system will be designed and installed to the highest standard.





## Our Selection Centres

Our purpose-built Selection Centres are dynamic, ever changing environments, showcasing the latest in cutting-edge design and innovation.

We understand that it's not just about seeing; it's about the experience. Our interactive displays such as our smart automated apartment offer our clients a glimpse of what's new and what's possible.

We keep pace with new design trends and offer the largest range of the latest products and trusted brands.

In order to provide you with the best experience and tailored advice, our showrooms are by appointment only. Call our head office to lock in a time or to speak with one of our dedicated sales consultants.

We are proud to offer three purpose-built Selection Centres in Queensland located in Southeast Queensland, the Sunshine Coast and Townsville.



### Gold Coast

101 Burnside Road  
Stapylton QLD 4207  
(07) 3297 3700

### Sunshine Coast

12 Premier Circuit  
Warana QLD 4575  
(07) 5413 8800

### Townsville

70 Hervey Range Rd  
Kirwan QLD 4817  
(07) 4755 3700





## Qantas Business Rewards

Be rewarded when you spend at Harvey Norman Commercial Queensland with Qantas Business Rewards. \$1 Spent With Us = 1 Qantas Point

Qantas Business Rewards is a rewards program designed for Australian businesses with an active ABN. Qantas Points earned by your business can then be transferred to an individual's Qantas Frequent Flyer membership account and redeemed for rewards.

Thanks to our partnership with Qantas Business Rewards, approved account customers of Harvey Norman Commercial Queensland will be able to earn 1 Qantas Point per dollar spent on all purchases\*.

### Benefits of Qantas Business Rewards

Qantas Business Rewards members are able to earn Qantas Points across a wide range of everyday business expenses with 50+ partners including flights, accommodation, car hire, credit card spend and more.

Use your Qantas points for a range of benefits, including:

- Flights
- Flight Upgrades
- Gifts and Purchases from the Qantas Store
- Hotels
- Travel Insurance and more

#### \*Terms and Conditions:

1. A business must be a Qantas Business Rewards Member to earn Qantas Points for business. A one-off join fee of \$89.50 including GST normally applies, however this will be waived for Harvey Norman Commercial Queensland approved customers. 2. Membership and Qantas Points are subject to the Qantas Business Rewards Program Terms and Conditions. Any claims in relation to Qantas Points under this offer must be made directly to Harvey Norman Commercial by contacting your account manager. Harvey Norman Commercial Queensland have the right to accept or reject any application to become an approved Harvey Norman Commercial Queensland account customer. Only one registered account per company permitted. 3. Not applicable to Agency Sales (i.e. Miele, Gaggenau, Neff, Asko). For full terms and conditions click here. Images sourced from: Qantas Australia



QANTAS



## 20 Reasons to Choose Us

- 1 Product Range
- 2 Commercial Showrooms
- 3 Automated Warehouse Management
- 4 First-to-Market Products
- 5 Colour Matching & Exclusive Product Sourcing
- 6 Full Turn-Key End to End Solutions
- 7 Inventory
- 8 Product Catalogues
- 9 Trade Only Website
- 10 2-Man Delivery Service
- 11 Customer Service Team
- 12 Warranty Information Packs
- 13 Site Reconciliations
- 14 Electronic Paperwork
- 15 One Stop Shop
- 16 Dedicated Staff
- 17 The Name You Can Trust
- 18 Over 30 Years' Experience
- 19 Qantas Business Rewards
- 20 Best Brands, Best Prices, Best Service



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## **Gold Coast**

101 Burnside Road  
Stapylton QLD 4207  
(07) 3297 3700

## **Sunshine Coast**

12 Premier Circuit  
Warana QLD 4575  
(07) 5413 8800

## **Townsville**

70 Hervey Range Rd  
Kirwan QLD 4817  
(07) 4755 3700

**[hncqld.com](http://hncqld.com)**

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