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facilities management

# Company Profile




# | About

Our Vision is for ArrowFM to be the national preferred Supply Nation provider of facilities management services. We specialise in Commercial Electrical Construction & Maintenance and complementary services.

We provide our clients with simplified, timely facilities and project management and a single point of contact for multiple services to ensure high quality outcomes and excellent value for money. We achieve this through strong business partner relationships with experienced subcontractors, extensive industry experience and the implementation of quality maintenance practices. Everyone in our management team has an electrical license and with extensive experience in a wide range of the electrical industry we are able to provide best practice technical project management for all your project or maintenance requirements

We self-deliver electrical services in the ACT and NSW with our experienced team of tradesmen.

We offer national services with standardised outcomes that are locally delivered

A nighttime photograph of a grand, classical-style building entrance. The building features a series of tall, fluted columns and a large, arched doorway. The entrance is illuminated with a mix of green and blue lights, creating a dramatic effect. Three flags are flying on tall poles in front of the building: the Australian flag, the ACT flag, and the NSW flag. The sky is dark, and the overall atmosphere is professional and modern.

**phone:** 02 6241 3255  
**email:** [info@arrowfm.com.au](mailto:info@arrowfm.com.au)  
**website:** [arrowfm.com.au](http://arrowfm.com.au)

# Our Clients

ArrowFM provides services to a range of clients including:

## Government:

- The Australian Taxation Office
- Department of Communication and The Arts
- Department of Veteran Affairs
- Department of Prime Minister and Cabinet
- Department of Parliamentary Services
- Department of Industry, Innovation and Science
- Department of Human Services
- Australian Competition and Consumer Commission
- Department of Home Affairs
- Department of Parliamentary Services
- Department of Defence
- Department of Jobs and Small Business
- Australian Electoral Commission
- AIATSIS
- Department of Health & TGA
- ACT Government

## Corporate:

- Broadspectrum
- University Of Canberra
- JLL
- Cushman & Wakefield
- SHAPE
- BGIS
- Queensland investment Corporation (QIC)
- Mpower
- ANU
- PSG Holdings
- Evolve FM
- AMA Projects
- Fore Group
- Rork Projects

# Our Services

## Electrical

- Planned Maintenance
- Reactive Calls (24hr / 7 Days)
- Testing & Tagging
- Re-lamping
- RCD Testing
- Microwave Testing
- Generator Servicing / Hire
- UPS Servicing / Upgrades
- Computer Room Environmental Management Systems (CREMS)
- New Fit-outs / Installations / Upgrades
- Audio / Visual
- Communications services
- Event Lighting

## Professional Advice

- Asset Register Development
- Subcontractor Audits
- Project Management
- Condition Reports
- Electrical Design

## Non Electrical Services

- Plumbing
- Flooring
- Mechanical
- Carpentry
- Handyman
- Cleaning
- Recycling and E-waste
- Locksmith
- Fire





# Our Experience: Projects

## Department of Parliamentary Services

- Upgrade of UPS systems across Parliament House
- WIFI Upgrade at Parliament House
- Supply of security cameras

## Department of Industry, Innovation and Science

- Develop an asset list for over 50 sites Nationally

## ACT Government

- Electrical and Communications package at Gold Creek Senior School inclusive of 25 year warranty for comms package

## The Australian Tax Office

- Management of all trade services for a new fit-out
- Workstation relocation for a new fit-out
- Video conferencing office upgrades (Canberra ATO)

## Treasury Building

- Electrical and data services for the NCA fit-out (Treasury building)
- Electrical and data services for the BOM fit-out (Treasury building)

## Australian Electoral Commission (AEC)

- Electrical and data services for AEC across 5 different floors. This included 2 areas being completed within a 3 week time frame with upwards of 350 data outlets requiring 25 year warranty as well as electrical components for 160+ desks

## QIC

- LED upgrades for the Canberra Centre
- Upgrade of security camera system throughout the Canberra Centre



# Our Experience: Maintenance

## The Australian Tax Office

- National electrical maintenance including test and tag, RCD testing, re-lamping and urgent repairs. Our contract is inclusive of quarterly reports and client meetings in Canberra

## Department of Industry, Innovation and Science

- National electrical preventative and reactive maintenance including auto doors, roller doors, test and tag, RCD testing, re-lamping and urgent repairs. Our contract is inclusive of quarterly reports and client meetings in Canberra, as well as maintaining an accurate asset register.

## Department of Jobs and Small Business

- Emergency Lighting preventative and reactive maintenance.
- Auto door maintenance
- RCD Testing

## Department of Human Services - ACT

- Urgent electrical repairs and modifications

## Therapeutic Goods Administration (TGA)

- Urgent electrical repairs
- Statutory and planned preventative maintenance including UPS testing, auto door maintenance, RCD Testing, Lighting protection System testing, Generator testing, Power Factor Correction (PFC) Unit maintenance and thermal scanning and switchboard inspections.

## IBA

- National electrical maintenance and urgent repairs
- National water unit maintenance
- Locksmith services
- Handyman services



# Our vision for reconciliation

ArrowFM's vision for reconciliation is endorsed by the company owners and valued by every employee. Our goal is to build strong relationships within the Aboriginal and Torres Strait Islander communities, encourage respect within the wider Australian community, and improve opportunities for Aboriginal and Torres Strait Islander peoples to find meaningful work. As a company that is majority owned by an Aboriginal Australian we believe creating a support network of all Australians to ensure we reach our full potential as a nation.

Our vision is to create a strong, supportive, culturally aware community involving all Australians that increases opportunities for Aboriginal and Torres Strait Islander peoples.

We are delivering on this vision by providing apprenticeships for multiple Indigenous employees as well as giving an opportunity to office staff to further develop their skills.

We also provide opportunities for school students to undertake work experience with us to get an understanding of what the electrical industry is like.

In 2018, ArrowFM provided support for young Indigenous Australian rules footballer Mathew Walker in his quest to get drafted to the AFL. ArrowFM provided support to help cover the significant costs involved with travel, living away from home and other fees involved with playing football at an elite level. Mat's dream was realised when he was drafted to Hawthorn with pick 63 in the 2018 draft. ArrowFM is proud to have been able to support Mat in achieving his goal.

ArrowFM has been happy to assist 2 local sporting clubs in Canberra, Belconnen Magpies Football Club and Weston Creek Molonglo Cricket Club, with funding towards their Indigenous playing strip. Both clubs were able to utilise artwork of renowned Indigenous artist Luke Penrith through the connection of ArrowFM Managing Director Djali Bloomfield.

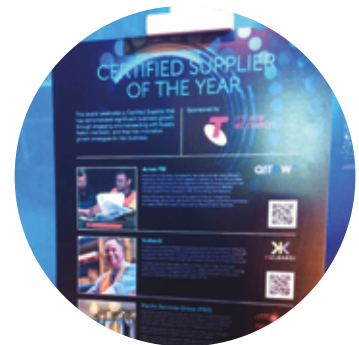
Both strips were able to foster meaningful conversations within both clubs about the process of reconciliation which is ongoing in Australia.



# Our Commitment to The Indigenous Procurement Policy (IPP)

Specialising in electrical services and upgrades we have a wide collection of vetted, experienced subcontractors who allow ArrowFM to work nationally across Australia, using local SME's. The Indigenous Procurement Policy (IPP) and our business structure allows ArrowFM to funnel Federal Government funds to small, rural traders that wouldn't otherwise be able to tender for or receive government funds. We believe this is the true intent of the IPP - for Government funds to economically empower Indigenous communities, especially those who wouldn't usually have access to federal government spend.

We aim to increase meaningful opportunities for Aboriginal and Torres Strait Islander peoples and businesses wherever possible. This commitment is demonstrated by over 15% of our subcontractors and suppliers being Supply Nation registered or certified, including our recruitment and workwear providers; and both rural and metropolitan subcontractors.



# Our Business Story

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## 2013 / 2014:

While working on-site in data centers in Canberra as a licensed electrician, Djali realised that there is a gap in the market for after completion maintenance. A niche one-stop-shop for all critical service providers in facilities management. While understanding a gap in the market place, Arrow FM needed to be able to partner with some of the best suppliers/providers available with national exposure. Djali approached his cousin Brendan Read, from Affinity Electrical Technologies (AET), which has resulted in a strategic partnership with AET, utilising their 16 years' experience.

## 2015:

- ArrowFM certified as a Supply Nation Supplier
- GM Corinne Wallis is brought on-board to develop the company
- ArrowFM expands their offerings and creates a national Facilities Management business
- ArrowFM develops their first RAP, published on the Reconciliation Australia website
- ArrowFM signs contracts with several Government Agencies including the Department of Industry and IBA
- ArrowFM is accepted as a corporate member into the Australian Institute of Project Management

## 2016:

- ArrowFM has over 100 subcontractors on their books, the majority of which are local small businesses, and over 15% are Indigenous businesses.
- ArrowFM revenue exceeds \$1million
- ArrowFM receives over 1000 work orders
- ArrowFM is listed as a Finalist in the Supply Nation Connect awards for Registered Supplier of the Year
- ArrowFM is certified as a Healthier Workplace by the ACT Government
- Our team expands to 15 employees
- ArrowFM signs contracts to maintain several Government Agencies including the Department of Defence and DPM&C
- ArrowFM completes several fit-out projects for clients such as the BOM, NCA and the ATO

## 2017

- ArrowFM signs contract with Department of Home Affairs.
- Completed WIFI upgrade at Parliament House.
- Djali was a Finalist for Young Indigenous Entrepreneur at Supply Nation Connect.
- Sponsored Mothers Day Classic Fun Run in the ACT.
- Contract with Department of Communications and The Arts.
- Completed LED installation at the National Film and Sound Archives.
- Completed LED Upgrades throughout the Canberra Centre.



## 2018:

ArrowFM in 2018 further establishes itself as a leading provider of electrical maintenance. We have been in contact with the University of Canberra and performed our first piece of work there which begins a longstanding relationship.

ArrowFM positions itself to be ready for the transition of some of our existing clients to the new Whole of Australian Government arrangement and also take the opportunity of picking up additional clients.

Early in 2018, staff members undertook Cultural Awareness Training which they found extremely beneficial and opened their eyes around parts of Indigenous Culture which they were not aware of.

ArrowFM is happy to continue sponsoring the Mother's Day Classic fun run in the ACT. Another successful event we look forward to sponsoring again next year.

Djali was again a finalist in the Young Indigenous Entrepreneur category at Supply Nation Connect

Some other notable milestones:

- LED upgrade works at AIATSIS
- Arrow FM relocates to a new custom office space at 3/143 Lysaght St Mitchell custom fitted out for us.



## 2019:

In 2019 ArrowFM was presented with a few opportunities to complete more project based works which we saw as a chance to enhance our reputation as not just a maintenance contractor but a 1 stop shop for all things electrical. We have since gone on to complete some extremely complex projects which some less experienced contractors may not want to complete due to the risks involved. ArrowFM has relished the chance to show our expertise in these fields as well as providing piece of mind to our clients who know when there are complexities involved in a project that ArrowFM should be their first point of call.

Some of the projects we have undertaken are listed below all while still keeping our maintenance base. This means we have grown to a staffing level of around 17 while still keeping around 30% of our workforce as Indigenous Australians.

If you have any electrical requirements don't hesitate to give ArrowFM a call!

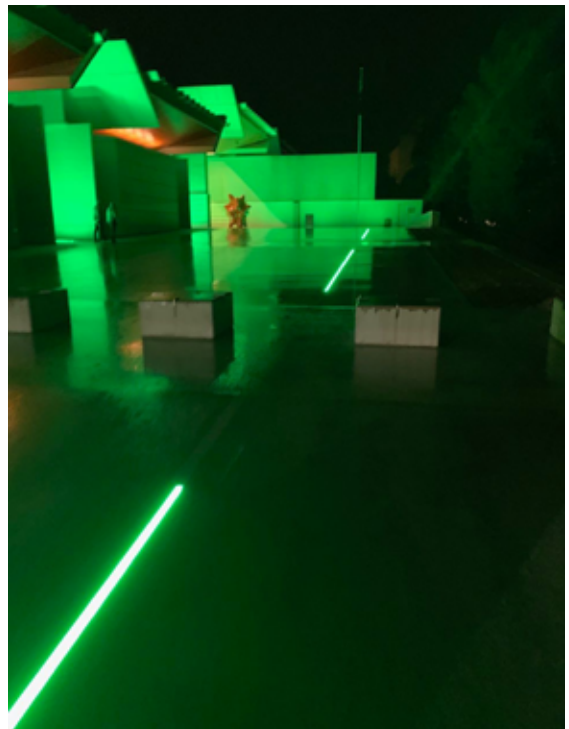
# Light Up The National Portrait Gallery

## \$800k

During the second stage of renovations at the National Portrait Gallery (started in April 2019), ArrowFM was awarded the electrical services.

The timeframe for renovations was tight, with numerous design, product and access considerations. ArrowFM worked closely with Rudds Consulting Design and Integrated Space to understand the design intent for the lighting – which was expected to last for the next 20 years. The lighting system required a significant upgrade, with new colour-changing LED lights required to be installed above new waterproof membranes.

While the lighting for the forecourt was under construction, ArrowFM prepared the area, ensuring no time would be wasted when the lights arrived. Internally, a significant water proofing upgrade required ArrowFM to work with the waterproofing subcontractor to plug any areas to stop any water egress that had been present in the gallery in the past. Through ongoing collaboration and precise workmanship, ArrowFM delivered a professional result on behalf of the National Portrait Gallery and Complex Co.



# Light Up City Walk

## \$360k

ArrowFM was asked to provide early engagement electrical design to assist Rorks Projects with a D&C project they had been awarded in the middle of Canberra at City Walk. The electrical package for these works were seen as high risk by the City Renewal Authority so early engagement with an experienced contractor was essential to Rorks delivering on this project.

The design intent of the project can be seen in the City Walk fly-through but essentially, major landscape improvements to the section of City Walk between Garema Place and Ainslie Place commenced in July 2020 to make the area more like a suburban household backyard. This meant lights had to be packed to the millimetre inside the travertine tiles or hardwood flooring, requiring precision and attention to detail.

In support of the new design – which included garden beds, lawns, plants, pavement, and outdoor furniture – ArrowFM was asked to work with Brendon Newham from BSE as the space has street lighting that had led to the space feeling cold and lifeless at night while the area should actually feel like a place that people want to utilise.

The project had an extremely tight time frame with the area due to be used by the end of October, ArrowFM had to work with BSE to find suppliers who could deliver on their design whilst keeping the intent of the backyard feel. ArrowFM found suitable light fittings, switchboard suppliers and Dali programmers and found solutions like installing lighting with a wireless interface to control the lighting for optimum effect.

Up-lighting was installed for the raised garden beds to highlight the foliage, while the seating areas were all given 'mood lighting' with warm white strips (nothing above 2500K) to enhance the overall feel of the welcoming new space. The strips were installed into form work and steel garden beds with some of the longest strips being 25meters in concrete form.

The ArrowFM team for this project was so engaged that fit off was under gazebo's during Canberra's wet 2020 Spring so we feel we partnered with BSE and worked tirelessly with Rorks on the important project to deliver it within a tight timeframe and budget during the COVID-19 pandemic.







# Projects

## 2019: National Gallery of Australia (NGA) – James Fairfax Theatre upgrade – \$380k

ArrowFM won a competitive tender process in being selected to undertake the electrical and communications component of the upgrade to the JFT. This involved supplying and installing high end light fittings worthy of being in such a high profile space while still keeping the heritage aspect of the existing space. The end product is a spectacular space which will be utilised by the staff at NGA as well as hosting world class exhibitions for the public.

## 2019: 50 Bunda street / Flash Eats – \$130k

ArrowFM was engaged to undertake a fit out for a fast food kitchen. During the design phase it was found an upgrade to the supply infrastructure to the building was required. This involved complex dealings with Evo Energy as the ACT supply authority as well as tenants in the building and the general public all in one. Part of Bible lane needed to be dug up to allow for an increase in the infrastructure as well as extensive work to install a new MSB and POE for the building. The end result? A “hole in the wall” takeaway burger and chicken restaurant which can cook a burger patty in 60 seconds. Sounds like something we can get around!

## 2020: ACCC – \$50k

ArrowFM was asked to facilitate the upgrading of meeting rooms video conferencing (VC) system around Australia for ACCC offices in the below cities. This involved removing the existing infrastructure and replacing it with new Crestron kit. We were also required to troubleshoot issues with the system if it did not operate as desired. We were also asked to provide TV's for the Canberra office which we were able to provide at short notice.

Darwin, Brisbane, Perth, Adelaide, Hobart, Sydney, Melbourne, Townsville, Canberra

This work was carried out around Covid lockdowns with the requirement for a reliable VC system essential to being able to communicate “face to face” during this uncertain time.



Image by 5 Foot Photography



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### **2020: Canberra Centre security camera upgrade for PMT security – \$600k**

ArrowFM was asked to provide pricing to PMT Security for the upgrade of the security camera network throughout the Canberra Centre. This involved approximately 38km of cabling to integrate over 500 new cameras into the existing network. Due to the Canberra Centre remaining fully operational for the duration of the project a lot of the work was required to be done after hours. Our team worked through the night a lot of the time which shows the dedication to the project and ensuring customers and shops alike are safe no matter where they are throughout the centre.

### **2021: Fore Group – Bars & restaurants – \$275k**

ArrowFM have been working with Fore Group on a number of smaller boutique bars and restaurants across Canberra. All of the projects have been a design and construct package which requires early input from all stakeholders to ensure everyone is on the same page to achieve the desired result at the end of the job. These types of jobs can be difficult due to regular design changes which ArrowFM have been able to keep up with and delivered a high end finish to the project. The bars and Restaurants that ArrowFM have been a part of are Mu Omakase + Cicada Bar, Lilotang Barton, Alby Bar, Chairman & Yip and we look forward to helping deliver more successful projects in the future.

### **2021: Department of Parliamentary Services – \$430k**

Through ArrowFM's previous work at Parliament House we were asked if we were able to supply security cameras and miscellaneous items to upgrade the existing camera system. Through our contacts we were able to provide pricing which was significantly cheaper than the end client was able to obtain. We were also able to supply the cameras at short notice and enable the smooth rollout of the new cameras.





# Our Executive Team



## **Djali Bloomfield – Managing Director**

- Founder of Arrow Facilities Management
- An electrician with 10 years experience in data centres and commercial maintenance around the ACT
- Personally managed several of our most successful projects



## **Brendan Read – Director**

- The founder and developer of Affinity Electrical Technologies
- Over 22 years industry experience
- A leader in the recycling of lamps in the ACT



## **Steve Kemp – Business Development Manager**

- Over 30 years experience within the Electrical Industry.
- Installation and Servicing of Emergency Services (Generators and UPS Systems).
- Advance Diploma in Management / HR / OHS.

# Where we work

ArrowFM works nationally across Australia using local SMEs, we are constantly expanding our reach to meet our customers needs.

We have over 100 subcontractors that we use nationally. We always endeavor to use local Indigenous businesses and provide our clients with national standardised services.





## Our Value Add

- **Indigenous Procurement** - We are Supply Nation certified and take our corporate social responsibility seriously. We can assist clients to meet their Indigenous procurement targets through leveraging our membership of Supply Nation and our network of suppliers with Indigenous owners and employees.
- **Coordinated, Consistent Solution** - We provide a single point of contact across all services and any additional works.
- **Strong Experienced Team** – We will provide a dedicated Technical Project Manager, supported by high quality subcontractors performing the work.
- **Local and Personalised Service** – We provide a single point of contact and are Canberra based with 24/7 coverage.
- **Innovation and Improvement** – We can actively pursue any modifications to increase the life of the equipment and reduce or eliminate unplanned downtime.

## Contact Details

### Office / 24 hr Call Centre

**Address:** 53 Grimwade Street Mitchell ACT 2911  
Ngunnawal Country

**Phone:** 02 6241 3255  
**email:** [info@arrowfm.com.au](mailto:info@arrowfm.com.au)

### Managing Director: Djali Bloomfield

**Mobile:** 0421 395 324  
**email:** [djali@arrowfm.com.au](mailto:djali@arrowfm.com.au)

**ABN:** 69 162 179 080

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