



CAPABILITY STATEMENT



MASTERHIRE
Built on Service

ABOUT US

Who we are

When you need the right equipment to get the job done safely, on time, and on budget - Master Hire has you covered. Through us, you're not just hiring equipment - you're gaining a dedicated team of industry professionals committed to your project's success. We've partnered with countless building and civil contractors since our beginnings in 1990 and provided them with exceptional service throughout their project lifecycle and beyond.

We support a diverse range of sectors including civil infrastructure, mining, major construction, government, utilities, and commercial services. Our clients include some of the country's most respected builders, engineers, and project managers, who rely on us to provide scalable hire solutions that minimise downtime, mitigate risk, and help meet critical project milestones.

Your deadlines, safety standards, and budget targets are our priorities. We work closely with you to understand your requirements, anticipate challenges, and respond quickly when plans change. Whether it's sourcing the right gear at short notice, ensuring equipment arrives ready to work, or providing ongoing support to keep your site moving, we do what it takes to help you deliver - because when your project succeeds, so do we.



▶ **A family-owned company dedicated to providing exceptional service to our customers - every time.**

COMPANY HIGHLIGHTS

At a glance

- ▶ **140+ Team Members**
- ▶ **1000+ Supplied Projects**
- ▶ **1500+ 5-Star Reviews**
- ▶ **95+ NPS Score**
- ▶ **35+ Years In Operation**



BRANCHES

Our network

- ▶ **South Toowoomba**
Est. 1990
- ▶ **Dalby**
Est. 1993
- ▶ **North Toowoomba**
Est. 1999
- ▶ **Morayfield**
Est. 2006
- ▶ **Rocklea**
Est. 2013
- ▶ **Warana**
Est. 2016
- ▶ **Coffs Harbour**
Est. 2020
- ▶ **Molendinar**
Est. 2022
- ▶ **Brendale**
Est. 2025
- ▶ **Warwick**
Est. 2025

OUR ADVANTAGE

The Master Hire promise



Huge range of quality hire equipment



Thorough pre-hire and scheduled maintenance services



Company-wide dedication to providing you exceptional service



24/7 support services across all branches



A team of industry experts ready to assist you



An interconnected branch network and delivery services



HEALTH, SAFETY, ENVIRONMENT & QUALITY

We are **driven by**
our core values
and ensure we
live them each
and every day.

ISO CERTIFIED

Upholding the highest standards

Our dedication to Health, Safety, Environment and Quality underpins everything we do. Through rigorous internal systems and ongoing compliance with ISO 45001, ISO 14001, and ISO 9001 standards, we continuously improve our processes to protect our people, customers, and the environment - while delivering reliable, high-quality hire equipment every time.

HEALTH & SAFETY

Are at the heart of everything we do

We are committed to a safe, healthy environment for our team, customers, and local communities. Through training, clear communication, and ongoing risk identification, we maintain strong safety awareness.

We exceed the industry safety benchmarks by over 30% and have upheld an outstanding record for more than five years. Backed by ISO45001 accreditation, our safety systems drive a culture of making things happen safely every time.

We comply with all relevant legislation and continuously improve our processes to ensure risks are well managed, giving our customers confidence on every job.



ENVIRONMENT

Sustainability is a guiding principle

We're committed to a sustainable future, with ISO 14001 accreditation guiding our environmental practices. From solar lighting and fuel-efficient equipment to rainwater harvesting and recycling, sustainability is built into our operations.

We assess our impact regularly and work with suppliers to cut waste and conserve resources. Equipment hire supports the circular economy, giving customers access to efficient, low-impact machinery.

Caring for the environment is part of our strategy and culture. From lowering emissions to supporting local communities, we aim to make a positive difference across everything we do.



QUALITY

Foundational to our success

Delivering quality is a core focus at Master Hire. We are certified to ISO 9001, which ensures our integrated management system is maintained to the highest level. This framework supports our efforts to deliver reliable, efficient services and continuously improve our operations.

We listen to our customers, ensuring their needs are understood and consistently met. Our commitment to excellence is demonstrated through rigorous internal audits and reviews, skilled people, and a customer-first mindset. Quality is not just a standard, it's a continuous journey we undertake to deliver exceptional products and service.



CULTURE

What it means to be “Built on Service”

Master Hire's culture is “built on service” to customers, colleagues, and communities. Since 1990, our values of honesty, respect, and teamwork have shaped our success and drive our daily operations.

We're committed to being an employer of choice, promoting inclusion, equal opportunity, and a safe, supportive workplace. Our commitment to ongoing training and feedback help our people grow and thrive.

Our culture underpins the exceptional service we deliver and is a key reason our customers keep coming back.



OUR CORE VALUES

MAKING THINGS HAPPEN SAFELY

We act with a “can do” attitude with safety, solutions, and responsiveness at it’s core.

Acting our core values is why we’re the **highest rated hire company** in our operating areas.

OUR EXPERIENCE

Across industry

Since 1990, we’ve been a trusted partner in helping our customers successfully complete their projects - on time, on budget, and with confidence. Our commitment to exceptional service, expert support, and reliable equipment ensures every customer has the tools and guidance they need to get the job done right.

We’ve had the opportunity to be a part of some monumental projects throughout the years. Here are a few of our many recent successes.

AIMS CLEARLY SET

We clearly define our vision, purpose, and goals.

SHARING THE FEELING

We’re positive go-getters that create opportunities for change and celebrate in each other’s success.

TEAM BUILDERS

We foster inclusivity, promote others, share responsibility, and focus on collective success.

ECONOMIC EFFICIENCY

We prioritise impactful actions and pride ourselves on getting the job done correctly and efficiently.

RESPECT DISPLAYED ALWAYS

We’re prompt, courteous, and considerate with everyone we have the pleasure of interacting with.

HONESTY WITH INTEGRITY

We are guided by acting fairly, authentically, and ethically at all times.

INSTILLING CONFIDENCE

We foster openness, transparency, and are deeply committed to development and keeping our promises.

RESPONSIBILITY TAKEN

We proactively address needs for both our customers and our team, not shining away from accountability.

ENTHUSIASTIC EXAMPLE

We set a positive tone and stay engaged with a distinct purpose.

Project	Company	Project Value	Completion Date	Overview
Coffs Harbour Bypass	FERROVIAL GAMUDA JV	\$2.2B	2027	14 km upgrade of Pacific Highway including three new tunnels to bypass Coffs Harbour city.
Cross River Rail - Tunnels, Stations & Development	PULSE CONSORTIUM	\$4.2B	2026	Building a new rail tunnel underneath Brisbane CBD including new stations and other rail infrastructure work.
Coomera Connector - Stage 1 North	ACCIONA GEORGIOU JV	\$425M	2025	Completion of 4km of high speed dual carriageway, including six bridge structures and localised intersection upgrades in the Gold Coast region.
Wambo Wind Farm	BIELBY HOLDINGS	\$455M	2025	Construction of access tracks, public roads, hardstands and turbine foundations in the Surat Basin region.
360 Queens Street	HUTCHINSON BUILDERS	\$302M	2024	Construction of a new 33 storey office building in Brisbane CBD comprising of over 45,000sqm of office space.
Mt Kynoch Waste Water Treatment Plant Upgrade	FULTON HOGAN UTILITIES	\$28M	2024	Upgrade of existing Water Treatment Plant for increased supply to the Toowoomba region.

HUGE RANGE OF QUALITY EQUIPMENT

Every piece
of equipment
is backed by
expert servicing,
rapid support,
and real-world
reliability.

- ▶ AIR COMPRESSORS & ACCESSORIES
- ▶ BUILDERS & CONCRETING EQUIPMENT
- ▶ CLEANING EQUIPMENT
- ▶ COMPACTION EQUIPMENT
- ▶ EARTHMOVING EQUIPMENT
- ▶ GARDENING EQUIPMENT
- ▶ GENERATORS & ACCESSORIES
- ▶ LIFTING & SHIFTING EQUIPMENT
- ▶ MOTORISED ACCESS EQUIPMENT
- ▶ PUMPS & ACCESSORIES
- ▶ SITE OFFICES & TOILETS
- ▶ TRAFFIC MANAGEMENT EQUIPMENT
- ▶ TRUCKS & TRAILERS

Everything your
project needs - all
in one place



**With
you from
project
start to
finish.**



GET IN CONTACT
to learn more

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masterhire.com.au

