



B R O W N A N D S O N

P L U M B I N G A N D G A S S E R V I C E S

Facilities and Commercial



Who We Are

Plumbing has always fascinated me because it's such a broad and diverse industry with many technically challenging avenues to explore. After completing my four year apprenticeship, I focused on maintenance plumbing and secured full-time employment within the maintenance services sector.

I was fortunate to work with some of Adelaide's successful companies, gaining invaluable experience while continually developing my skills in Plumbing, Gas Fitting and bathroom renovations. This experience would prove invaluable, and I will be forever grateful for those opportunities.

As I worked full-time, I was committed to advancing my qualifications. I spent countless nights studying and used my annual leave to achieve my Certificate IV in Plumbing and Gas Fitting. This hard work paid off, allowing me to apply for my contractor's license, which I received in 2013. That was the beginning of Brown and Son Plumbing, launching in October of that year.

For the first year, I'd come home from my job, swap my tools into my van, and take on my jobs for family, friends, and the growing network of people they introduced me to. Word spread quickly, and by November 2014, I was ready to take the plunge and go out on my own full-time. The final push came when an insurance building supervisor offered me all his work once I committed to running my business - an opportunity I couldn't pass up.

One of my biggest motivations for starting Brown and Son Plumbing was to treat customers how they deserve and build a team with a positive, collaborative attitude. Throughout my time in the industry, I saw how much these areas needed improvement, and I wanted to change public perceptions of plumbing businesses. My goal was to create a company that customers could trust to deliver exceptional service and make every interaction a positive experience.

My ongoing mission is to build a business where our team values of respect and customer satisfaction come first. From humble beginnings, our goal has remained the same.

Now, more than 10 years on, we have built a strong and growing team. They all bring their own individual technical and personal qualities and strengths to the business while actively engaging with our company's core values as their guide for success. I am very grateful for the team's daily work and enjoy working and learning together to grow. We have successfully built lasting relationships with our broader customer base, which includes healthcare, aged care, education, retail, manufacturing, agriculture, and commercial and residential property owners and managers. Our growing number of positive reviews from our customers reflects this.

Operating a modern fleet of service vehicles, we respond quickly to your urgent maintenance needs, minimising disruption and ensuring business continuity. Whether you require emergency repairs, scheduled maintenance or capital works, we have the experience and capacity to deliver the right solution.

As the founder, I oversee our business operations, ensuring that every service we provide meets the high standards we have set for ourselves.

I welcome the opportunity to discuss how we can support your facility's needs. Please feel free to contact me at your convenience, I look forward to the possibility of working together.

Kind Regards

Anton Brown

Anton Brown
Founder & Director
Brown and Son Plumbing & Gas Services.



Our Promise: A Partnership that Puts You First

At Brown & Son Plumbing, we collaborate closely with you to deliver the best possible outcomes tailored to your unique needs as a valued customer. We understand the importance of providing professional and conscientious solutions that align with your long-term goals. Our customer-first approach prioritises communication, transparency and flexibility. We're not just a service provider; we aim to be your partner. Our promises:

Reliability

We arrive at your job within an agreed-upon one-hour time window. Our focus is on quality rather than quantity, ensuring each job is given the time it deserves. Our team is scheduled to not only complete the requested work efficiently but also thoroughly clean the workspace before leaving for the next job.

Transparency:

Clear communication about scope, timelines, and costs. There will be no hidden fees. You will receive detailed reports to support our work. Any further actions or work required outside the original scope of work will be communicated and approved before continuing.

Flexibility

Adapting to your needs with solutions tailored to your specific challenges. Our team's ongoing learning will bring options for innovative advancements to your facility.

Quality

We maintain high standards in workmanship, materials, and follow-up support. Our commitment to excellence doesn't end when the job is done, we provide ongoing support and follow-up to guarantee your continued satisfaction.

We believe in building long-term relationships based on trust, integrity and mutual success. When you succeed, so do we.



We Understand the Challenges You Face

Balancing Quality with Cost-Effectiveness in Facility Management

Maintaining a facility requires a strategic approach that balances cost-efficiency with long term reliability. Brown and Son Plumbing understand the complexities of facility management, and we ensure that maintenance and repairs are completed to a high standard while optimising budgets. Doing it right the first time reduces the risk of recurring issues, minimising disruptions and costly repeat callouts. We prioritise solutions that extend asset life cycles, enhance operational proficiency, and support compliance requirements, delivering value beyond the immediate fix.

Keeping Projects on Track

Maintaining project timelines is essential for completing timely preventative, scheduled maintenance or more extensive facility upgrades, preserving the value of your assets, and ensuring continuous operations.

Managing Emergencies

It is critical to maintaining smooth facility operations. Unexpected plumbing or gas system issues can cause significant disruption, pose safety risks, and lead to costly property damage. Our procedures will ensure these emergencies are triaged properly to act fast and contain the issue to restore full functionality with minimal impact on your operations.

Maintaining Property Standards

Keeping properties safe, compliant and well-maintained can be a constant challenge if proper maintenance is not planned. Unplanned downtime and a growing list of repairs can impact reputation and retention. Our proactive services are designed to prevent issues before they arise, ensuring your properties remain in excellent condition and minimising break-down costs.

"Brown and Son Plumbing is dedicated to delivering comprehensive, cost-effective solutions that safeguard your facility's long-term functionality, safety and commercial value."

Why Choose Brown & Son Plumbing & Gas Services?

Uncompromised Quality

Our team consists of skilled, full-time tradespeople, not subcontractors, ensuring consistent, high-quality workmanship on every project. We do more than take pride in our work; we treat every customer with care and respect.

Strong Shared Values

Customer-focused service defines our approach. We care about and focus on you. We align with your priorities to deliver solutions to enhance your property while ensuring compliance and efficiency.

Meticulous Care

We're a "boots off, drop sheets down" company. Plumbing work can be messy, but we take every precaution to protect your space. From drop sheets to careful cleanup, we leave your facility just as we found it, or even better.

Responsive Service

We work around your schedule. With the one-hour booking window and same-day service, you can be assured that our team will keep your systems flowing.

Industry Leadership

We strive to be the benchmark. We stay ahead of industry standards to deliver the most effective and innovative solutions. We work closely with manufacturers, suppliers, and industry bodies to stay informed of new developments and changes to industry legislation.

Professional Development

Brown and Son Plumbing is a proud member of the Master Plumbers and Master Builders of South Australia, bringing industry-leading knowledge and best practices to every job. Each team member is involved in ongoing training sessions to improve and expand their skill set to help us improve our work.





Other Things We Can Do For You

We are proud to provide a full range of plumbing, gas and renovation services:

Bathroom & Laundry Renovations

We take pride in transforming spaces into beautifully designed and functional areas that exceed expectations. Our renovations are an opportunity to showcase our creativity and craftsmanship, working closely with our clients to bring their visions to life.

Residential Property Maintenance & Emergency Repairs

Quick action is essential to protect the property and keep tenants and property owners happy when an emergency presents. We are always ready to respond. Our team is equipped and prepared to be dispatched at short notice. Our focus is on minimising damage and disruption, so you can feel confident knowing that our skilled and dedicated team will handle all plumbing issues swiftly and professionally. Our strong existing relationship with many of Adelaide's top property management companies has strengthened our business processes to enable the dispatch of multiple technicians to a range of jobs simultaneously, ensuring consistent delivery to tenants and landlords.

Hot Water Replacement & Repairs

We have a broad knowledge of residential and commercial hot water system installations, maintenance procedures and replacements. We are educated on fault finding for repairs to all gas, electric, and solar hot water systems, and our team can assist our clients in determining the best energy solution for their unique situations. If a failed hot water unit requires replacement, we offer same-day service to either repair or install a temporary hot water service to ensure continued hot water. Our experience also extends to our industry relationships with manufacturers, who are on hand to assist us in designing complex commercial systems that require high-demand usage and recovery situations within facilities and commercial situations.

Drainage Solutions

Sanitary drainage, stormwater, and trade waste drainage systems are essential for safe waste management. They play a crucial role in conserving public health, with more modern systems designed to treat and convey wastewater to ensure a safe and clean environment for future generations. We are responsible for the delivery of these systems to comply with regulations. Our work includes installations, maintenance, and repairs, from small works to large installations and repairs. For maintenance works, our team is well equipped with cable drain machines, Hydrojet units, and diagnostics CCTV camera systems that operate with sonde location sensors to pinpoint issues within drains and ensure accurate quoting for dig-up repairs and relining.

Specialist Gas Installations

In addition to plumbing, our team are all qualified gas fitters, complying with AS5601, Gas Installations & other relevant standards for the safe installation of both Natural (NG) and LPG gas systems. We are also educated in the fundamentals of Hydrogen - the green gas of the future here in South Australia. This is currently under development and mixed with NG to a 10:1 ratio in Mitchell Park and surrounding suburbs as a pilot project, with the intention of future expansion through SA. Our priority is gas consumer piping and appliance safety. Installations and repairs must be precise. Our correct testing and commissioning procedures ensure no leaks during installation. Burners are set at the optimum pressure at the regulator, and the combustion products are disburshed and dissipated directly through the correct means for the particular appliance.

Team Mission Statement

We are a team with a positive culture, driven by helping each other within a learning environment.
We are a strong, sustainable and profitable business, based on providing high value to our customers through quality work, advice and good old-fashioned customer service, with empathy to their issues at the front of our minds.

Happy, mutual friendships between our team and the customer is the ultimate goal in building long term relationships, with repeat business and referrals to their friends, family and associates.

How We Deliver On Our Promise To You

The Value and Vision

We declare that we will stand by the following Company Core Values:

Do the Right Thing

Take pride in workmanship and don't take shortcuts.
How would you want the job done?

Do More than is Necessary

Bring your 'A Game' to leave the customer with a positive experience every time. Look for ways to go above and beyond to create 'wow' factors.

We Own Our Actions

What we do when no one is watching defines us.
Continuous development keeps us growing.

Be Curious and Helpful

Be humble and listen with empathy.
Every challenge is a learning opportunity.

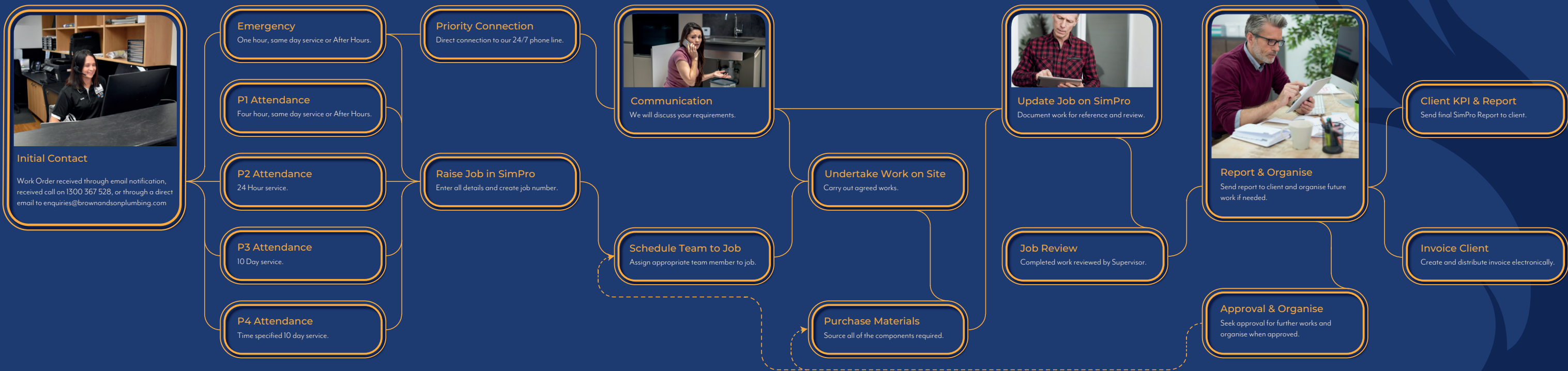
One Team

We're in it together. Family, fun and unity. Leave a legacy.



How We Manage Your Jobs

Our client engagement from first contact to completion ensures a positive and engaged experience. Jobs are scheduled promptly, completed efficiently, and documented with detailed reports. Compliance records are updated, and concise reports are issued, ensuring transparency and communication as the key ingredients for a successful, lasting relationship.



What is SimPro?

SimPro is end-to-end field service management software for the trade and field service industry that streamlines operational workflows, such as job quoting, scheduling, asset tracking, customer management, project management, reporting and more. Plus, you can experience the power of AI-driven features, making technician and engineer reporting faster and more accurate.





How We Keep You, Our Team and The Public Safe

We take our Health and Safety Policy very seriously and ensure that all team members have signed their agreement to abide by these conditions.



Policy BSP0001 - Health & Safety

Brown & Son Plumbing & Gas Service's Work Health and Safety Policy

This Policy shows Brown & Son Plumbing's commitment to:

- Our workers' health and safety.
- Removing or reducing risks to the health and safety of all workers, contractors and visitors to this workplace, and anyone else who may be affected by our operations.
- Ensuring all work activities are done safely.
- A collaborative approach to identify and solve health and safety issues with our workers.
- Continuously improving work health and safety by addressing hazards and reviewing outcomes.
- Applies to everyone at Brown & Son Plumbing.

As the Employer (Person Conducting a Business or Undertaking), we must:

- Ensure our responsibilities under the Work Health and Safety Act 2012 (SA) and Work Health and Safety Regulations 2012 (SA) are met (as a minimum).
- Take reasonable steps to provide and maintain a safe working environment, plant and substances in a safe condition, and facilities for the welfare of all workers.
- Provide ways for workers to be informed about and involved in health and safety issues at work.
- Provide information, instruction, training and supervision needed to make sure that all workers are safe from injury and risks to their health and safety.
- Conduct regular workplace inspections.
- Ensure this policy and all safe work procedures are kept up-to-date.

Our workers must:

- Take reasonable care for their own health and safety, and ensure that their acts or omissions do not adversely affect the health and safety of others in the workplace.
- Follow reasonable instructions given by the PCBU to protect their health and safety.
- Identify and report any workplace incidents or hazards to their supervisor.
- Not willfully interfere with or misuse items or facilities provided.

Our visitors and contractors must:

- Not put themselves or any other person at the workplace at risk.
- Comply with our safety policy and procedures.

Authorised by

Name..... Anton Brown.....Position..... Director.....

Signature..... .....

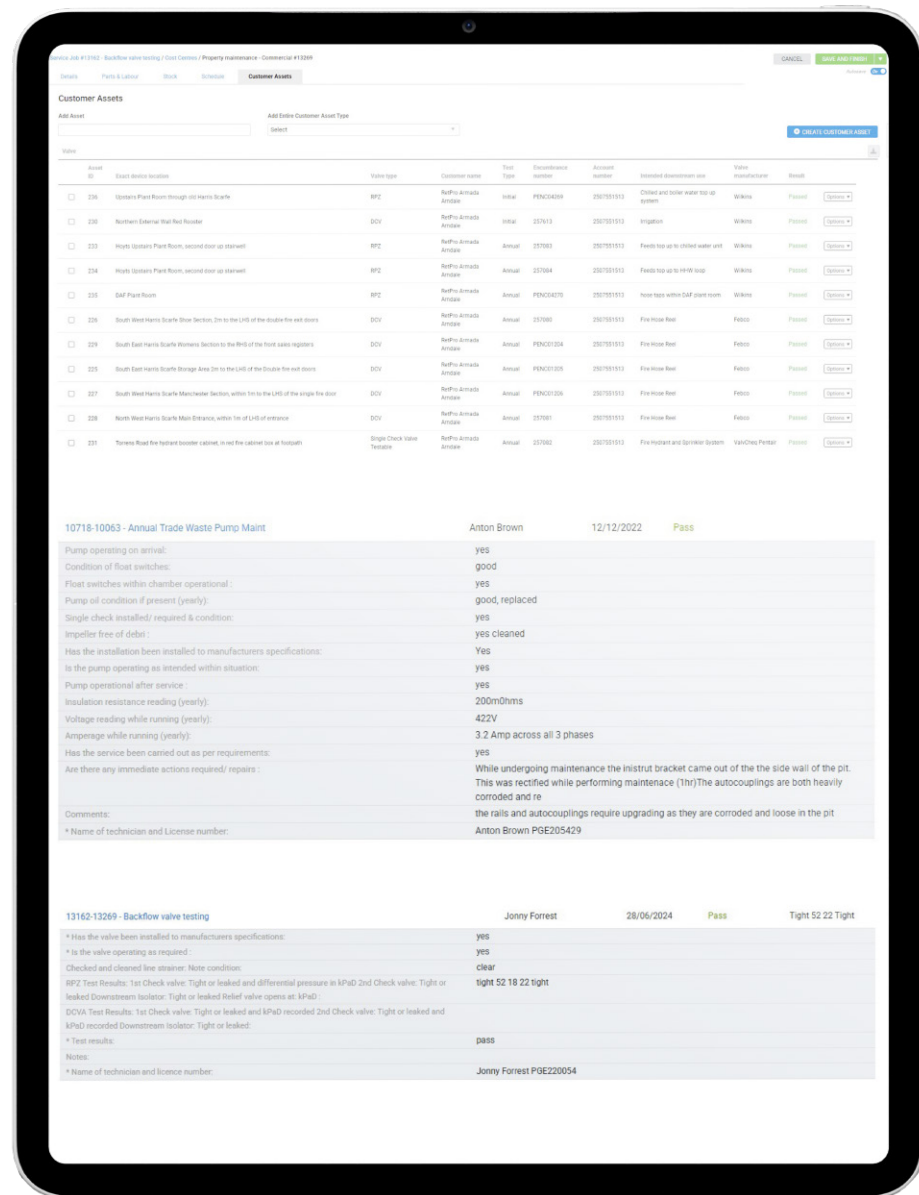
Date signed..... 21/11/2024.....

Review Date..... 21/11/2025.....



Phone 1300 367 528
brownandsonplumbing.com.au
enquiries@brownandsonplumbing.com.au





How We Manage Your Assets

Brown and Son Plumbing takes a proactive approach to maintaining all hydraulic assets by individually assessing each plant and piece of equipment. This ensures an accurate history and compliance record, allowing for better capital expenditure planning and timely asset replacements before they reach the end of their service life.

All Planned Preventative Maintenance (PPM) is managed through our preferred business system, simPRO.

This platform provides comprehensive asset histories, upcoming service details, and essential attachments such as manuals and photos, ensuring seamless access for office and field staff.

While on site, our technicians utilise the simPRO Mobile Application to record test readings, register new assets, follow structured service checklists, document defects, add detailed notes and capture photos.

This streamlined process enhances efficiency, ensures compliance, and allows us to provide clients with transparent and well documented maintenance solutions.

How We Manage Our Work Sites & Waste

We are committed to minimising our environmental impact by adhering to all relevant environmental regulations and implementing best practices in sustainability.

Through proactive pollution prevention and responsible resource management, we strive to reduce waste and operate efficiently, ensuring our services meet the highest standards of environmental responsibility.

Policy BSP0002 - Environmental

Brown & Son Plumbing & Gas Service's Environmental Policy

This Policy shows Brown & Son Plumbing's commitment to:

- Minimising our company's impact on the environment to the best of our ability.
- Removing or reducing impact on the environment from our sites, materials we use and our work practices.
- Ensuring all work activities and materials used have a minimal impact on the environment (where practical).
- A collaborative approach to identify work practices that minimise impact to the environment.
- Continuously improving and identifying opportunities to minimise impact on the environment by reviewing materials used and general work practices.

We Commit To:

- Complying with relevant environmental laws, regulations and standards applicable to our works in South Australia.
- Strive to minimise consumption of water and energy throughout our operations.
- Minimising wastage of materials, waste generation and recycling where feasible.
- Prevent pollution by disposing of hazardous materials appropriately and mitigating risk of spillage.
- Select environmentally friendly products and materials where feasible.
- Continually assess and find ways to improve work practices and source materials that contribute to minimising environmental impact.
- Communicate this message and encourage key stakeholders, customers and peers to adopt the same approach.

Authorised by

Name..... Anton BrownPosition..... Director

Signature.....

Date signed..... 21/11/2024

Review Date..... 21/11/2025

Phone 1300 367 528
brownandsonplumbing.com.au



Our Professional Associations and Licensing



THIS IS TO CERTIFY THAT

Brown & Son Plumbing and Gas Services

BECAME A MEMBER OF
MASTER BUILDERS ASSOCIATION OF SA INC.
ON

21st July 2023

MEMBERSHIP NUMBER

10024498


Eric Zito
President
Master Builders
Association of SA Inc.


Will Frazier
Chief Executive Officer
Master Builders
Association of SA Inc.

 MASTER BUILDERS SA
South Australia



This is to certify that

Brown and Son Plumbing and Gas

is a member of the above Association
and agrees to abide by the Association's Code of Ethics

Membership Number
2732

President 

Executive Officer 

This *Twelfth* day of *May* 2015

This certificate is issued subject to the Constitution
and remains the property of the Association



Consumer and Business Services  Government of South Australia
Attorney-General's Department

CONTRACTORS LICENCE
Building Work Contractors Act 1995

This is to certify that

BROWN AND SON PLUMBING AND GAS SERVICES PTY LTD

is licensed/registered to carry on the business of

Building Work Contractor

CONDITIONS:
BUILDING WORK CONTRACTOR WITH CONDITIONS
BATHROOM RENOVATIONS
ELECTRICAL
GAS FITTING
GENERAL REPAIRS LTD TO NON-STRUCTURAL BUILDING WORK
PAINTING
PLUMBING
ROOF PLUMBING
WATER TANK INSTALLATION

Lic/Reg number: BLD 269891


COMMISSIONER FOR CONSUMER AFFAIRS

Business Insurance
Certificate of Currency

Policy Number: 0AT8222757BUSD

Certificate Date
Hollard Commercial Insurance
Level 12, 465 Victoria Ave
Cheltenham NSW 2067
T 1300 306 226

Insurer
The Hollard Insurance Company Pty Ltd

Important Information
The Certificate of Currency is issued as a matter of information only and confers no rights upon the certificate holder.

Period of Cover

Insured
Insured Name: Arlon Brown - Brown and Son Plumbing and Gas Services Pty Ltd
Trading Name: Brown and Son Plumbing and Gas Services Pty Ltd
ABN: 40 166 142 285
Address: Unit 8 36-38 Tikalara Street, REGENCY PARK, SA, 5010

Policy Wording
HCl Readfast Client Trading Platform Business Insurance Policy Wording HCl SCTP BI 010222 Effective Date 1 January 2022

Situation Details
Situation: Unit 8 36-38 Tikalara Street REGENCY PARK SA 5010 (Principal)

Business Details
Selected Occupation: Plumber (incl. Vic Plumbers)(incl. Non-Domestic)
Business Description: Plumbing and Gas Fitting including Residential 75% - Commercial 20% and Industrial 5%

Interested Parties
No interested parties noted

Public and Products Liability cover section

	Limit of Liability
General Liability and Products Liability	\$ 20,000,000
Additional benefit Property in Your physical or legal control	\$ 250,000

Geographical Limit: meaning:
a) everywhere in the World except North America;
b) North America but only with respect to:
i) overseas business visits by any of Your directors, partners, officers, executives or Employees, who are non-resident in North America but where they perform manual work in North America;
ii) Products exported to North America without Your knowledge.



Cm3 Certificate
Brown And Son Plumbing And Gas Services

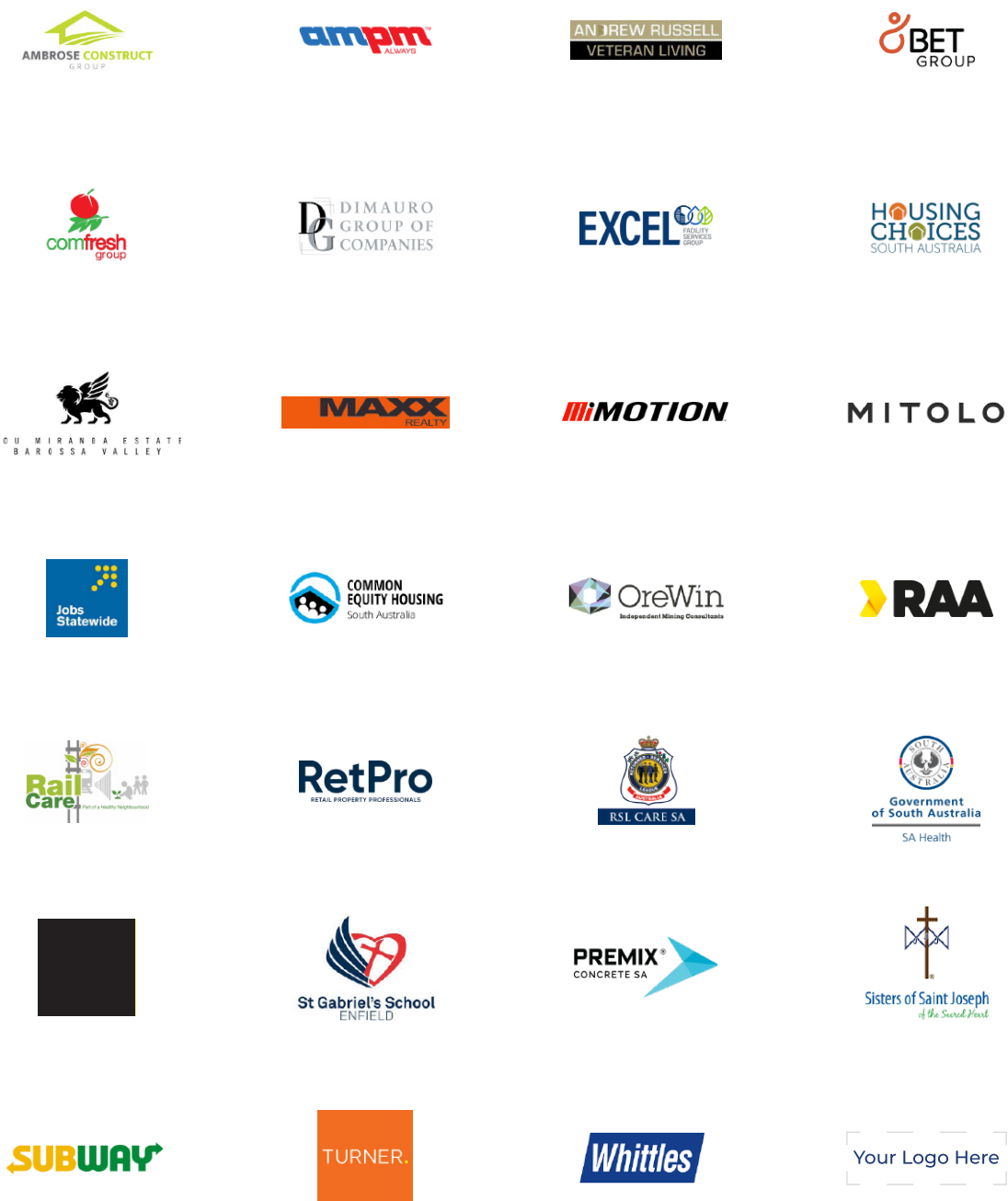
ORGANISATION DETAILS
Brown And Son Plumbing And Gas Services
Cm3 ID: 93980
DATE OF EXPIRY: 27/11/2026
ABN: 63965265617
ADDRESS: Unit 8 36/38 Tikalara Street,
Regency Park, SA, 5010

Peace of Mind

Brown and Son Plumbing maintain \$20 million in Public Liability Insurance, ensuring complete protection for clients in case of accidental property damage or personal injury during work. We also have \$10 million in Professional Indemnity Insurance.

This level of coverage meets the compliance requirements for commercial contracts, strata corporations, and large-scale projects while providing peace of mind for residential customers. It reflects the company's commitment to safety, accountability and delivering a professional, risk-free service.





We look forward to adding your logo our list of treasured clients.



Our Industry Partners



Partner With Us

At Brown and Son Plumbing, we pride ourselves on delivering reliable, transparent, high-quality plumbing solutions for facility managers.

With over a decade of industry experience, we understand the complexities of maintaining facilities and the importance of balancing cost effectiveness with longterm reliability. Our skilled team, committed to ongoing professional development, is equipped to handle everything from emergency repairs to planned maintenance, ensuring minimal disruption and long-term asset protection.

By partnering with us, you can trust that we will prioritise your needs, providing tailored solutions that align with your goals and uphold the highest industry standards. Our customer-first approach ensures clear communication, flexibility, and a commitment to excellence in every project. Whether managing emergencies, staying on schedule with upgrades, or maintaining facility standards, we work closely with you to ensure seamless operations. With proven expertise, a strong focus on safety, and a proactive approach to asset management, we aim to be a trusted partner for all your facility's plumbing needs.

Your Dedicated Facilities Partner

Based in Regency Park | Serving Adelaide & surrounding metropolitan areas.
 Call us: (08) 8378 383 | 1300 367 528
 Email us: enquiries@brownandsonplumbing.com
 Follow us:

Speak Directly with Anton Brown

At Brown & Son, we believe in personal connections and clear communication. Anton Brown is always available to discuss your needs, working with you to create tailored solutions that align with your goals and budget.

Direct line: 0421 915 957
 Email: anton@brownandsonplumbing.com
 Connect on LinkedIn: Anton Brown
 Your facility deserves the best support - let's talk about how we can help.

Testimonials

The way you feel during and after dealing with Brown and Son Plumbing is of the utmost importance to us, and we are always reviewing ways to provide the best customer experience possible. As such, Brown and Son Plumbing is proud to have more than 400 Google reviews with a 4.9-star average, reflecting our commitment to customer satisfaction.



It is with much enthusiasm that I recommend the services of the Brown and Son Plumbing. I have been using Brown and Son Plumbing for services and reports regarding plumbing work for the past 2 years, in which I have always been completely satisfied with their performance. They do an excellent job, are always punctual and offer a premium service in providing solutions for their field of expertise. I have also engaged them on occasion for jobs that require additional planning, project management and sensitivity which they have taken on exceeding expectations with a can-do attitude. I'm happy to recommend the services of Brown and Son Plumbing. If you have any questions, please feel free to contact me.

- Andrew Ingram, Building Supervisor, Construct Services

Thank you very much for your great service on the job. I have just spoken with the homeowner) and he had wonderful things to say about your guys on site and the quality of works.

- Shane Kearney, Construct Services

Brown and Son Plumbing and Gas Services have been performing many tasks throughout our facility for some years. Over that time we have come to know them as reliable, with a positive can do attitude and attention to detail to their quality workmanship. We know from experience that Brown and Son have the ability to perform any task we require safely and with confidence, and will always have our best interests at heart as a long term customer.

- Simon Lorenz, Regional Operations Manager, RetPro Pty Ltd

We have been using Brown and Son Plumbing for a few years now and wouldn't use anyone else. They tick all the boxes;

- they turn up on time and listen to you explain your problem
- they provide accurate quotes
- they use quality parts and provide warranties
- they clean up when they leave
- and most importantly they care about their customers

We know when we need help at home or at any of our investment properties, the team will be there to help.

- Julie Doherty, Financial Accountant

One of the best experiences with a trade I've ever had. They helped fix what the builder had done so poorly during the build. They were on time, polite and clean. Would 100% recommend to anyone.

- Shane M

I had Ollie come out From Brown Plumbing to look at my shower. They were the best company I have ever dealt with reliable efficient and so kind. Their work was of exceptional standard and very reasonable pricing. I would recommend Them to anyone that needs any plumbing needs. Thank you so much.

- Margaret O

Once again we had outstanding service from these guys! Ollie fixed our old shower taps and replaced our very old shower head and brought our bathroom into the 21st century. We know we can always rely on your service and attention to detail. Thanks Anton and team!

- Chris C

Just wanted to say a big thank you to Tam for organising to have Scott and Jake come out and create a new storm water drain for us. As with works they've done for us before, Brown & Son plumbing did a wonderful job; minimal disruption, working extremely efficiently on the day to complete everything quickly which we really appreciated given the awful weather conditions we'd been having. We are totally happy with their services and their friendly attitude and would gladly recommend to anyone needing a professional plumbing service, especially one that is family run and makes every effort to offer the best customer service.

- Teri B

Brown and Son's schedule was shuffled to deal with my major water leaks.... John the Plumber resolved the issues and replaced damaged shower set up and tap washers. He had a pleasant and professional manner. A very good trades' experience from my position.

- Peter H

We thoroughly appreciated the professionalism and work completed by Wayne. The job on the day was not an easy one. With the incorrect vanity provided (other companies error), pre-existing vanity complications and an uneven wall, Wayne not only provided clear communications and choices, but undertook the jobs leaving an extremely clean work place and professional job. We appreciated the work completed by Wayne and highly recommend him for any further jobs.

- Kay B

So professional! With the elements of good 'old fashioned' service. No BS. Ollie was determined to 'trace the source' of the problem, even in the evening of Valentine's Day (it was a big job). 5 stars don't seem to be enough. I have never had such friendly and efficient service. Congrats to you Anton for selecting great staff!

- Ms Trace

These guys are awesome, I'll be letting Housing Choices know not to send anyone else! Your receptionist Tam called me moments after I had logged the job with my maintenance team with a choice of times - Tam was so bubbly and friendly. Michael one of the team rang to offer me an earlier time as they had finished a job and could fit me in. Great communication and even better in person, Olly turned up with a smile, very cheerful and respectful attitude, extremely professional and super neat and tidy, left his boots at the front door (unlike a few tradies I've experienced who don't mind traipsing thru ones house leaving a mess). Olly's assessment and expert knowledge had him off to the supplier in a jiffy and the job was done. He also fitted some stoppers or extra security for the hot/cold taps! Thank You Olly for the great energy you turned up with it was a delight to meet such a personable and professional young man who clearly loves his work! Cheers.

- Helen K



Call 1300 367 528
or (08) 8367 8383

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Unit 8, 36/38 Tikalara St, Regency Park SA 5010

