

FINDEX

STRAIGHT FLUSH PLUMBING

*YOUR STORY
IS OUR BUSINESS*

Story transcript

Ngaire Mansfield: [00:00:00] Every plumbing business has got a woman behind it just about. In New Zealand, there are less than 50 women in the plumbing, gas fitting, drain laying sector. We're really proud to employ one of those and one of our new apprentices. Historically trades have been something that just men did, and women were in the office. We'd like to be bucking that trend now because we have men in the office and we also have women out there on the tools.

Jeremy Mansfield: [00:00:30] Our role is general maintenance. So that could be anything from an emergency broken water pipe, blocked drain, gas leak, right through to annual servicing. Women branching into the industry has got a lot to do with the change of times, the technology is getting a lot better. And that means that there's a whole lot of avenues where they can just slot right into the trade.

Greg Wallace: [00:00:53] Straight Flush is a classic example of how they can take a small to medium company and grow it quite rapidly. They've broadened their horizons and they've gone into other areas in their brand, bringing their business expertise and their model of success and carrying that on. I particularly like Ngaire's commitment to diversity and bringing young ladies into this industry. That'll be something that'll be a legacy for a long, long time. And it's something that I know master plumbers are extremely proud of.

Rochelle Roddick: [00:01:18] So Ngaire has been amazing. She's been fantastic to work with. What I really like about Ngaire is she's got a hugely strategic focus. She's happy to ask for help and ask questions if she thinks that there's something that can be improved on or worked on. So it's that kind of vulnerability that lends itself to growth, to business improvement and to actually a really good culture within an organisation. Straight Flush has been a client of our firm for a long time and we've seen the development and growth of the business. We're actually starting to go on a more exciting part of the journey now with more expansion and acquisitions.

Ngaire Mansfield: [00:01:58] Across the years that we've dealt with Findex as a business, we've more than quadrupled in size. So the issues that we were dealing with were quite different back then than they are now. However, the transition has been seamless and they've been with us by my side the entire time. At the moment we're grooming the business for growth in an exponential way. So we have two sites operating at the moment and we are putting the structures together to be able to open new sites across New Zealand over the next ten years.

Rochelle Roddick: [00:02:29] Ngaire is a fantastic role model in terms of both a plumber wanting to start their career, as well as females looking to lead organisations and attain high management status in organisations.

Jeremy Mansfield: [00:02:42] I guess my message to any new business owner would be, think about where they want to be in 50 years time, and then work your way back from there. Align yourself with good industry partners, with suppliers and a good network of people that you can rely on to ask questions.

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