

AI systems, engineered *for production.*

Australian engineering studio delivering secure, accessible AI systems and digital services for government and enterprise.

LEGAL ENTITY	ABN · ACN	GST	ESTABLISHED
Shockwave Media Pty Ltd	ABN 26 606 414 493 · ACN 606 414 493	Registered since 1 July 2015	2015 · NSW-based SME
TEAM	LOCATION	GOVERNMENT WORK	CONTACT
A team of 41	Based in NSW, Australia	Australian-based staff · hosting and data in Australia	shockwavemedia.com.au/contact/?topic=procurement

01 Who we are

Shockwave Media is an Australian engineering studio founded in 2015. We design, build and support custom digital products for enterprise brands, growth companies and government. AI is our lead capability: custom AI systems, LLM applications, agents and knowledge platforms, together with the web and mobile software around them. Our multidisciplinary team covers discovery, UX and design, engineering, cloud, and ongoing support, so one accountable team takes a product from idea to live service and beyond.

02 Services · AI first

SERVICE	WHAT WE DELIVER
Custom AI, LLM applications & agents	Custom AI systems, LLM applications and assistants, and AI agents that plan, use tools and hand off to people, engineered for production
RAG, model integration & AI automation	Retrieval-augmented generation (RAG) and knowledge systems, model integration and fine-tuning, and AI automation of documents and workflows
Custom web apps and portals	Secure customer, staff and partner portals, transactional and workflow systems
Mobile apps	Native and cross-platform iOS and Android apps
Websites and CMS	Accessible, content-managed websites and platforms
Integrations, APIs and cloud	API design and integration with existing systems; cloud hosting and operations in Australian regions
Discovery and UX	User research, service design, prototyping and usability testing
Support and retainers	Ongoing maintenance, enhancement, monitoring and service-level support

03 Delivery approach

01 Align & scope (Discovery) Understand users, policy and constraints; map risks; agree outcomes, success measures and a roadmap.	02 Design & architecture (Alpha) UX, data, security and accessibility design, model choice, integration points and evaluation criteria; prototype and test with real users.	03 Build & iterate (Beta) Short sprints with QA checkpoints, security testing, accessibility audit, and AI output evaluated against agreed test sets.	04 Launch & support (Live) Staged release with monitoring, handover documentation, and retainer support at agreed service levels.
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04 Australian delivery and data sovereignty

Government engagements are delivered by Australian-based staff. Government systems and data, including backups, are hosted in Australian cloud regions. Client data is used only for that client's engagement, never for our own purposes or to train models for us or anyone else.

05 Security, governance and accessibility

Security approach

Our Information Security Policy aligns with ASD's Essential Eight and NSW Cyber Security Policy supplier expectations: MFA and least-privilege access, timely patching, peer code review with dependency and secret scanning, encryption in transit and at rest, central logging, tested backups, notification to government clients within 24 hours of a security incident, and a commitment to annual independent penetration testing.

AI governance

Client data kept isolated and never used to train models beyond the client's own engagement; provider terms and Australian in-region processing for government data; risk-based prompt-injection controls and permission-aware retrieval; human approval for consequential actions; evaluation against agreed test sets; audit logging of prompts, sources, actions and approvals.

Accessibility

We design and build to WCAG 2.2 Level AA, and to AS EN 301 549 where a contract requires it, testing with automated tools, manual keyboard and screen reader checks, and accessibility review before launch.

06 Procurement registrations

PLATFORM	STATUS
buy.nsw Supplier Hub	Registered supplier
VendorPanel	Registered supplier
AusTender	Registered supplier

07 Commercial details

Engagement models	Fixed-scope or ongoing delivery; support levels agreed per engagement
Rates	Rate card available on request
Referees	Available on request

08 Key staff

Daniel Hooper, Managing Director

Software and product leader guiding architecture, development strategy and long-term technical direction. Founded Shockwave Media in 2015.

Further case studies and key personnel CVs are provided with tender responses.

09 Policies available

Work Health and Safety, Modern Slavery Statement and Policy, Privacy, Information Security, and Supplier Code of Conduct, all published at shockwavemedia.com.au/government/policies/.

Procurement or tender *enquiry?*

Contact us through the enquiry form. Choose "Procurement / tender enquiry", or use the link below, which preselects it.

shockwavemedia.com.au/contact/?topic=procurement →