27 years of Victorian maintenance
A new horizon for the Asset Management Services team!

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Message From The CEO

1st of August 2018 was day one of our contract extension to supply 24/7 maintenance services to Australia’s largest and most complex distributed gas network across Melbourne’s CBD, the northern suburbs and through to the border towns of Echuca and Albury. It also captures the high growth south-east corridor through to Gippsland.

The contract extension will see Comdain entrusted to maintain the network for 27 years – an amazing feat and an achievement that reflects the Comdain ethos to doing business: consistency, collaboration and innovation.

Let’s put this in context. The average length of employment in Australia is three years, the average vehicle ownership is seven years, and the average mortgage term is 15 years. What were you doing in 1996 when Comdain started this service offering?

In 1996, Comdain was one of three service providers to be awarded Victorian State Government contracts to maintain and deliver capital works on the state’s gas distribution network. Comdain – the lightweight local organisation – was pitted head-to-head against two international giants (Serce and Fluor Daniel), both spouting world-class experience and systems. Whilst we didn’t have an international resume, we had, and still have today, the organisation’s undivided focus and the industry’s best people.

Our two counterparts lasted only one term (four years) and have been replaced by numerous service providers since. Meanwhile, we have been the network constant, renewing, extending and renegotiating the contract six times over the past 22 years. In addition to the contract renewals, the network ownership (our client) has changed hands multiple times, and as you would expect, with each new client comes a new investigation of operational efficiency and value. We have seen our fair share of consultants review Comdain’s operations over the journey.

To be reappointed is extremely challenging. You know the saying “the grass is greener on the other side”. As a long-term service provider, it represents one of our greatest threats. Underpinned by service delivery, our innovation and cost competitiveness have ensured the lure of a shiny alternative light hasn’t replaced us.

This contract has provided full employment and supported our families, and in some instances, multiple generations for over 22 years - move out to 27 years. It is an exciting and privileged role we play in the community, and we should be very proud and conscious of our successful team formula that has lasted and outshone so many of our competitors.

Congratulations to the entire AMS team, the northern Victorians, the south-east Victorians, and the Melbourne team.

As always, keep up the good work focusing on safety, productivity and quality, and the work will continue to come. Enjoy the latest issue of Connect.

Cheers
Peter Coen

Safety Update

Comdain is continually looking for innovative ways to improve and over the last quarter we have been focused on improving our management of training.

As we continue to grow, we will need to be more flexible with our resources and be able to provide opportunities for personnel to easily transfer into other departments or functions. Currently, training needs for personnel are based on what our clients or industry require. This practice is effectively “siloing” business units and is a barrier to enabling personnel to move around within the business. We have therefore changed the training philosophy to a “One Comdain” approach.

Essentially, this means that we have identified and standardised each role in the business and the skills and training requirements for each role, regardless of the business unit which is primarily worked in.

As you have guessed, there is a significant amount of data to manage when such a system is introduced, which is why we have partnered with a software company to establish an online training database.

This will ensure we can easily identify gaps in an individual’s training and enable us to be proactive and schedule training well in advance. It will also ensure everyone’s skills and competencies are maintained to enable them to successfully complete their work.

This is an exciting step forward for Comdain and we will keep you up-to-date about when to expect the new training system and training requirements to be rolled out.

Klaus Monton
National HSEQ Manager

Collaboration Driving Success

Comdain’s 200+ project management professionals are driving project performance through knowledge sharing and the online Project Management Community.

With a membership of almost 150, this community of best practice is available on Compass and is a thriving online community that enables project professionals to connect and share experiences.

Consistently delivering successful projects relies on an effective means of transferring learning. The Project Management Community is all about collaborating towards a common purpose. Through online forums and discussions, it provides a vehicle for the transfer of tacit knowledge that would normally require extensive personal contact, regular interaction and trust. Participants can interact with each other and create new points of view through constant dialogue and discussion. And this ever-growing repository of information has added the benefit of allowing real-time access to the collective knowledge and experience of the group.

By encouraging discussion across states, roles and business units, relationships can be built so that as things change over time, our practices change too. The forums also frequently save us from “reinventing the wheel”. Searchable by topic, it allows groups to discuss projects, lessons learnt, technology and innovation and can be both formal and informal. At its heart is collaboration and the centralisation of valuable information.

Please reach out to this community if you need advice or have some insights to share.

The online forums are a great tool for connecting.

Development Group Update

Another busy few months in the Development Group starting with OzWater in Brisbane. Comdain sponsored the opening night drinks which was a huge success getting the event off to a flying start.

The following three days were full of networking, learning and collaborating with the broader water industry.

We have also been very busy on the tendering front with over 70 tenders submitted and nearly $100m worth of new work secured in the past three months. Significant projects won in the period include the Donnybrook West pump station for Yarra Valley Water, an ERS upgrade program for Sydney Water, a water and sewer reticulation upgrade for Brisbane City Council and the Coomabullie Levee Upgrade project for NSW Public Works.

June saw the commencement of our 10 year maintenance contract with Central Highlands Water. The new team, led by Marc Stevens, were trained, inducted and kitted out ready for start-up at 7am on the 18th of June. The contract has got off to a smooth start with the crews starting out on reactive maintenance tasks then moving into planned preventative maintenance programs. All pre-start paper work, SWMS and job data is captured on iPads in the field using our ComLink field mobility software.

This solid base now allows us to start to add more value to Central Highlands Water through innovation and working with them to optimise their asset management approach.

Andrew Lowery
General Manager - Development

As your community of best practice is available on Compass and is a thriving online community that enables project professionals to connect and share experiences. For more information, visit www.comdain.com.au/com-link.
ABOUT THE PROJECT:

The Petrie Water Treatment Plant Works program is a series of works to facilitate the decommissioning of the Petrie Water Treatment Plant and supplying Unitywater’s Boundary Road reservoirs from Seqwater’s Northern Pipeline Interconnector.

The existing Petrie plant had a number of reliability issues which determined the priority in order to mitigate the risk of supply interruptions.

Comdain was awarded a package of works to reduce the pressure on the pump. The program had several critical milestones that could have potentially interrupted water supply to residents in the South East Queensland Water Grid. The civil works required for the chemical dosing facility had to be completed to allow the ‘modular transportable dosing house’ to be installed in parallel with the pipeline. The offtake facility cut in on the Northern Pipeline Interconnector had an extremely restricted window and had to be completed during its lowest demand period.

While on site at Petrie, a number of other contractors were undertaking works. Comdain established a Site Level Simultaneous Operations (SIMOPS) meeting to help coordinate efforts between contractors. The benefit of this to the client was a reduction in interface risk between suppliers, potential delays and variations.

Works included:
- An offtake facility from Seqwater’s NPI and connections
- Construction of 2.3km DN600 DCL pipeline, including 31km HDD under a lake and 104km Auger Bore under 2 x roads and railway line, from the NPI offtake to Boundary Road reservoirs site and the connection of the new pipeline to existing 18ML and 32ML reservoirs
- Above ground piping arrangements with actuated valves, flowmeters and chemical mixers
- A turnkey chemical dosing system at the Boundary Road reservoirs site (DCS) including all civil, mechanical and electrical scopes
- Decommissioning works at the Petrie Water Treatment Plant site

WATCH VIDEO: comdaininfrastructure.com.au/media/videos

Regional

PROJECT: Gunbar Water Pipeline
START DATE: September 2016
CLIENT: Murumbidgee Irrigation

ADDING VALUE

When the desire for an automated metering and system optimisation became apparent, Comdain worked with the client to deliver the following:
- Conceptual design for remote reading of all metered outlets, and control of all pump stations and equipment
- Provision of open book costing of the innovation
- Deliver a network-wide SCADA and telemetry product automating meter reading and providing pipeline data such as pressure and flow across all locations (70 locations)

ABOUT THE PROJECT:

Murumbidgee Irrigation decided to improve the efficiency of the supply of stock and domestic water to landholders in the Wah Wah Stock & Domestic Irrigation District. It involved replacing the existing open channel supply arrangements with a pressurised pipeline scheme, the Gunbar Water Pipeline.

Comdain has been engaged for the design and construction of the Gunbar Water Pipeline including all associated works. The pipeline will serve a large proportion of customers in the WWSD Irrigation District.

Works include:
- A fully automated main pump station connected to the main electricity grid and capable of delivering the specified flow rate and head pressure to landholding outlets concurrently. The project also includes submersible pumps to extract water from the Murrumbidgee River, a filtration system with settling tanks to remove suspended solids, distribution pumps to feed the clarified water into the pipeline, and all associated civil, building, hydraulic, electrical and other site works necessary for a complete and operating main pump station
- A branched pipeline encompassing approximately 279kms of pipeline in total ranging in sizes from DN500 to DN90 that is capable of providing the required pressures at and flows to the nominated landholdings and RSLS outlets
- Metered outlets and other features required at the boundaries of the nominated landholdings and at the RSLS outlets
- Fire hydrants including for the NSW Rural Fire Service and
- All other items necessary for and incidental to the delivery of a pressurised pipeline scheme and as needed to make the Gunbar Water Pipeline complete and operational

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About the Project:

When Multinet awarded Comdain the 5 year contract extension for the Operations and Management Service Agreement (OMSA 2) in 2017, Comdain became responsible for all asset management services to Multinet’s entire Victorian gas network. To complement the Clayton depot, our Ringwood location was established to service the northern region of the network, which spans across 52 post codes.

The busy depot operates 24 hours a day, 7 days a week, 365 days a year under the expert supervision of Mark Conyers and chief director Peter Roach. Responsible for maintenance work, construction work, emergency repairs, corrosion protection, gas services and gas fitting work, the team includes gas fitters, planners, corrosion technicians, a welder and administration staff.

With the program of works now in full swing there’s no doubt our Ringwood team will continue to grow! Keep up the great work.
A new horizon for APA & Comdain in Victoria!

Comdain Asset Management Services has an impressive history of delivering gas pipeline maintenance and 24/7 support services to APA in Victoria since 1996. The Asset Management Services team is now taking the existing contract to the next level to deliver additional services such as pipeline patrols in Sale and the Melbourne CBD, plus new gas connections in the in the northern regions.

A great industry story and relationship, Comdain has continuously delivered operations and maintenance and minor capital works across the AGN/ APA network for over 20 years. With six separate contracts benchmarked and renegotiated, Comdain’s recent tender submission and proposed delivery model successfully met APA’s changing business imperatives, strategies and requirements.

APA were happy to move forward together with Comdain due to our stability and unparalleled knowledge from a long history of building and maintaining the Victoria AGN/APA network. Overlaid with new senior industry professionals and committed field workers, we can continue our work of innovating to drive contract performance for another 5 year term – securing an impressive long standing contract term of 27 years.

Since 1996, Comdain has successfully delivered over $400m of maintenance services across metropolitan Melbourne and the CBD. This new contract includes the regional areas of northern Victoria, south east Victoria and draws on our broader gas expertise outside the APA network.

Our Longstanding History with APA:

- **2018** Awarded new 5 year contract
- **2013** APA/AGN Gas Distribution Network (Ex Envestra)
- **2008** APA/Envestra
- **2003** Origin Asset Energy Mgmt/Envestra
- **1999** Boral Group (Status Network)/Boral Asset Energy Mgmt/Envestra
- **1996** Gas & Fuel Corporation (Status Network)/Victorian Government

Getting to know our people

Simon Maher, NSW State Manager

I started with Comdain in 1995 as a Project Engineer. Comdain was very different back then to where we are today. We operated out of Jim Coen’s garage that was converted into an office. Tom was our GM, Terry our Construction Manager, I was the engineer and we only had five or so full crew. Computers were a new tool, mobile phones were only owned by a very small percentage of the population and we had to communicate with our crew via 2 way radios, which was a skill in itself in attempting to interpret what the hell our crew leaders were saying with their thick Irish accents. While I have been here a while, there are a handful of guys (Gary Johns, Grant Collins, Phil Hanson & Tommy Fitzmaurice) from the original team when I joined still going strong and performing valuable roles in Comdain’s ongoing success.

Over my journey, I have been lucky enough to be provided with many valuable experiences, from the early days of being very hands on and almost every role required working within a small construction business, to delivery of major projects, through to Comdain leading consortiums of Tier 1 on challenging programs and projects.

Q&A:

Tell us about your family

I’m married to Donna and we have two kids, Chloe 10 and James 9. The kids take after their mother and are avid horse riders. Up until recently, we lived on acreage in Nhill, Victoria, where they could walk out the front door and go for a horse ride. The kids are into most sports and do everything from horse riding, football, netball, tennis, water skiing, and snow skiing. Now we are in Sydney, we have added Rugby Union to the list of sporting events, and will soon be adding Nippers and surfing.

I’m also trying to get a game of golf into the mix at some stage, as well as a trip around the ones trying to surfs. What do you do when not at work?

These days, it is generally running around taking the kids to their various sports, although Don takes care of all the weekday sporting commitments. The other commitment that eats up a chunk of my weekends is maintaining our farm, which includes mowing the lawn and carrying out repairs for anything the kids have broken during the week. Very occasionally, I sneak in a game of golf, or go to the footy. Life pre-kids used to consist of playing football, tennis, golf, and lots of socialising.

Favourite TV show

Favourite TV show is nothing with live sport. Not really a TV buff, I regularly watch re-runs of ‘Tudors’ and can recite the majority of the 32 episodes pretty close to word perfect.

Favourite quote

‘Boy, this is living’. Think it originated from a character off a Walt Disney cartoon. I was very easily impressed back then and would quote it at the most simplest of activities.

Favourite vacation spot

In 2006, my wife and I took a trip to Europe and visited England, Ireland, France and Italy. Without a doubt, Italy is at the top of my list of places to go back to. When in Italy, we spent time in Venice, Florence, a couple of small Tuscan villages, Rome and the Amalfi Coast. I loved the little Italian villages and the continuous partying atmosphere. Our regular holiday spot is at Coughan Bay on Lake Eildon, a beautiful spot right on the lake and plenty of boating fun during the summer months.

One thing people may not know about you...

People may not know that I can play golf equally as bad right handed or left handed.

What is your greatest achievement?

Greatest achievement is the birth of my two kids, although I didn’t do anything significant other during their birth or their conception. Another great achievement is graduating from university by partying all year and doing nothing academically, then cramming for two weeks prior to exams to achieve a pass.

What did you learn from your biggest failure?

To not fear failure, it is ok to fail, but it is not ok to give up, so work out why it failed, get back on the horse and have another crack.

Greatest lesson learnt

Couple of lessons learnt spring to mind:

1. Don’t jump out of your car and lock the doors with the keys in the ignition and the car still running (although I don’t think you can do that anymore with the car these days)

2. You don’t need these around you by doing their tasks for them when they get stuck.
Welcome new members of the Comdain family

Halina Lojko welcomed her two new grandsons
Alexander and Sebastian
15th June 2018

Matt & Jackie Hughes welcomed
Olivia Joy
23rd July 2018

Riss and Tim Sherman welcomed
Indie Joan
1st August 2018

What we’ve been up to...

Pictured with the podcast team from ABC radio’s ‘The Outer Sanctum’, our very own Lucy Mileraitis was interviewed about her role as Vice Captain with the Donvale Football Club, her volunteer work with Breast Cancer Network Australia and the annual ‘Field of Woman’ event at the MCG.

Find out more and help support Australians affected by breast cancer at bcna.org.au.

Entries now open for our next competition. Send your pictures and videos to marketing@comdain.com.au

Photo Competition

Congratulations to Sean Simeon who wins $100 Coles Myer voucher for this great picture of our Head Office at dusk.

Future Comdain crew members!

Great to see Felice’s triplets are eager to follow in their family’s footsteps!

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