

Got an idea for a story?

If you're proud of something you've seen or done at South East Water, we want to hear about it!

Tell us about your story idea by writing to **internal.communications@sew.com.au**

Remember a picture is worth a thousand words so make sure you send a snap along too. Set your camera on the highest possible size and resolution setting.

We look forward to hearing from you!

the 101
November 16

Arriving on time

When the unexpected happens, we respond quickly to deliver solutions to our community.





Arriving on time

At South East Water, our people use agile thinking to rapidly overcome unexpected challenges.

The Acland Street tram terminus in St Kilda is undergoing a major upgrade to become a super tram stop, increasing accessibility for commuters and capacity by adding an additional set of tramlines. Yarra Trams, Public Transport Victoria (PTV) and the City of Port Phillip are working together on the high-profile project that will also create a new plaza for the vibrant Acland St community and transform the intersection of Acland Street and Barkley Street into a car-free zone. While South East Water and Yarra Trams worked together during the planning phase of the project, the works took an unexpected twist when Yarra Trams' building contractor began removing concrete bollards from the existing streetscape. A nine day shutdown of the tram network had started, with Yarra Trams contractors working 24/7 to meet a re-opening deadline. The demolition works executed by the Yarra Trams' building contractor damaged the water mains on both sides of the road resulting in four water bursts in twenty-four hours and some understandably frustrated

customers, many of these included restaurants and cafes reliant on water to operate their businesses. South East Water teams swung into action. Recognising the risk early on, the Network Services maintenance team declared an incident, with Corey Cox as incident manager. The incident team, also comprising Declan McCreesh and Sebastien Piquet recognised that renewal of the water mains would be the best long term solution, and expanded the incident management structure to include the renewals team from Asset Creation and operations staff from Network Services.

With the Acland Street upgrade set to include extensive landscaping and improvements to the streetscape, renewal of the mains would eliminate the need for future repairs and costly reinstatement. Central to this decision was the ability to replace the main without extending the timeframe of the overarching project. A renewal of this scale would normally take three months because of the busy nature of Acland Street, however in the space of two days, the incident management team and the renewals team successfully developed a plan in collaboration with Yarra Trams that enabled a solution to be delivered in less than half that time.



From left to right: Corey Cox, Declan McCreesh and Sebastien Piquet

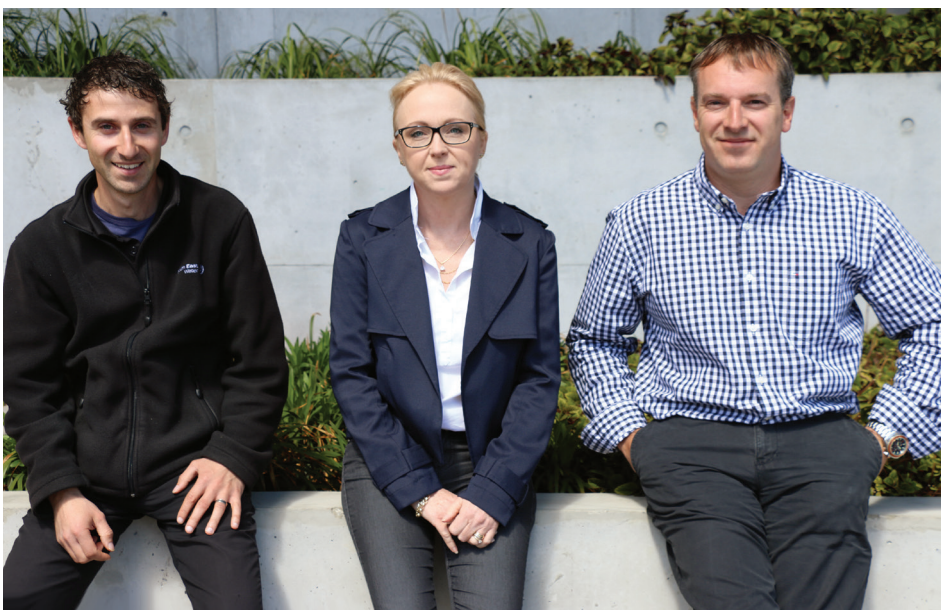


The renewals team pulled crews from ongoing projects and began installing temporary water supplies for over 120 customers, working through the day and night for several days, enabling the construction works to continue without disrupting businesses further, while our customer liaison team hit the street addressing customer concerns and handing out information.

“Teamwork was critical. The timeframe to deliver the new solution was six weeks, we completed it in four and a half by working with Yarra Trams, PTV and the tram works contractors, having them complete some earthworks to allow our contractor to work faster,” said Mike Stokes. “In addition, our customer liaison team, led by Megan

Sedgwick kept customers and Yarra Trams briefed on the works, which under the circumstances was a difficult undertaking,” Mike states. Further to this, “by walking up and down the street talking to all the traders, Megan and Priya Kulkarni, as well as Dave MacGregor and Yasmine Toe from Network Services, kept them informed and all the feedback was that the traders understood what we were doing and why.” Mike adds, “Project Manager John Di Cosmo was on site every day, dealing with all the construction issues, liaising with property owners, other contractors and South East Water’s operational team to ensure Interflow, our contractor could carry on without any delay.”

Our combined team’s quick response made it possible for milestones to be met, with Yarra Trams re-opening the lines on time, meeting the ministerial promises made at the outset. South East Water’s response to this project is another example of how successful collaboration, engagement and agility can deliver the best outcome, even within an emergency situation and seemingly impossible timeframe.



From left to right: John Di Cosmo, Megan Sedgwick and Mike Stokes



Temporary water supply secured to lamp post

On the growth pathway

Our people are at the heart of everything we do and our passion for learning, growth and continuous improvement has helped us build our reputation as one of Australia's most progressive and vibrant utilities.

Six months ago, Nicole McAleese from the Metering Control Team was searching for an opportunity to develop her skills and competencies. With the support of her leader, she discovered South East Water's Certificate IV in Customer Engagement. And she's already finding that taking small steps are making a big difference to her journey.

"At first the thought of taking on a new challenge was daunting. I figured I just had to take the first step, and once I started, the motivation and enthusiasm came naturally." Nicole said.

"I have found all my people leaders, team leaders and peers have been very supportive of my growth and development. In particular, my current people leaders Pat Innamorati and Geraldine Campbell have rotated tasks within the



Pat Innamorati and Nicole McAleese

Metering Team giving myself and other team members the opportunity to learn and progress in our roles."

"The best advice I've been given is to not be too hard on yourself because you haven't achieved what you had planned for. It takes passion, hard work and dedication to progress into your dream role, so take it day by day and never stop looking for opportunities to grow."

Nicole's leader Pat Innamorati says he's strongly committed to supporting the growth and development of his team.

"When a team member embraces personal development, not only do they benefit from personal growth

but there is a cascading effect from their positive attitude. Also the new confidence gained means a more efficient and timely delivery of services to our customers." Pat said.

"Nicole and I are working in collaboration on her personal development I am already seeing some great outputs. Nicole is exhibiting leadership in how she takes on added responsibilities and uses her initiative to ensure critical duties are performed without waiting on instructions from her team leader."

"She has embraced her studies and is making outstanding progress in terms of course completion. With her continued commitment and strong desire to succeed, the teams continued support and encouragement, Nicole's growth and development will continue to expand."

Pat recommends all team members take charge of their own development.

"It's not the responsibility of your people leader to drive your growth and development for you. It's up to you to have the courage and take the initiative, and your leader will be there to support you." Pat said.



Dr Wexler is moving in

Meet WatersEdge's newest retail tenant Dr Geoffery Wexler.

There's no denying a mutual affection between the Frankston community and Dr Wexler. After 27 years practicing specialist orthodontics in the area, Dr Wexler has relocated his team of four experienced Oral Health Therapists, one very experienced and very passionate high tech specialist orthodontist, a full time orthodontic dental technician, three chairside assistants, two treatment co-ordinators, and two administrative staff to his new premises at WatersEdge.

"We've made the move to WatersEdge to modernise our work place. Our new infrastructure is much better designed and built, providing a better capacity to serve the community." Dr Wexler said.

"Our treatment methods are very high tech, fast and accurate. The new premises will enhance our patient care to make it more attractive for our patients, staff and the whole community. We modernised our Toorak offices



Dr Wexler and his team

five years ago and discovered how highly people value a wonderful environment."

"We feel privileged to be in WatersEdge. The location is sensational - with its outlook and open space, beach environment and wonderful natural light. We have also discovered the loveliness of the building inhabitants too!"

Specialising in Adult hidden braces (behind your teeth where no one sees them), as well Invisalign and

all kinds of children's orthodontic and early treatment, Dr Wexler is offering South East Water team members, until the end of Feb 2017, no charge consultations and 10% off orthodontic treatment.

To find out more about Dr Wexler Orthodontics, visit www.drgeoffreywexler.com.au or call 9783 8577 to organise a consultation.



November: Safety tips for walking

For many spring weather brings an opportunity to shake the dust off their walking shoes and get some fresh air.

Luckily for South East Water team members, we have an abundance of stunning walking tracks and shared pathways (cyclists and pedestrians) to choose from.

Not only is walking great for your health, it's good for the environment too. But before you head out on foot for a stroll, power walk, or errand, there are important safety tips to remember. Below are tips and helpful reminders to make your walks both fun and safe.



- **Leave word.**
Tell somebody or leave a note at home about where you plan to go and how long you plan to be out. That way your loved ones will know to look for you if needed.
- **Identify yourself.**
Walk with proper ID, and carry a mobile phone with emergency contacts visible.
- **Don't wear headphones.**
Avoid wearing headphones —you need to be able to hear approaching vehicles and be aware of your surroundings.
- **Use the footpath.**
If a footpath is available, walk on the footpath.
- **Face traffic.**
It's easier to see, and react to oncoming cars. And cars will see you more clearly too.
- **Make room.**
If traffic gets heavy, or the road narrows, be prepared to move onto the shoulder of the road.
- **Be seen.**
Wear high-visibility, brightly colored clothing. When out near or after sunset, reflective materials are a must.
- **Pretend you're invisible.**
Don't assume a driver sees you. In fact, imagine that a driver can't see you, and behave accordingly.
- **Watch the hills.**
When they crest hills, drivers' vision can suddenly be impaired by factors like sun glare or backdrops.
- **Beware of high-risk drivers.**
Steer clear of potential problem areas like entrances to parking lots, bars, and restaurants, where there may be heavy traffic.
- **Be sunsmart.**
If you're heading out in the sun, don't forget to slip, slop, slap!

Visit www.frankston.vic.gov.au to find out more about the great walking tracks and shared pathways in the area.



Safety & Wellbeing

Australian Red Cross Blood Service

On behalf of the Australian Red Cross Blood Service, we'd like to thank you and members from South East Water for uniting with us to save lives!

As at November 2016, South East Water employees have made 59 donations and saved 177 lives!

Blood donations are needed every day and we continue to encourage individuals from within your team to visit our donor centres in the lead up to the end of the year.

From everyone at the Blood Service, we thank you and appreciate your support of our lifesaving mission!

If you are interested in attending a session please contact a member of the Safety and Wellbeing team.



Mt Martha recycled water facility open for business

At South East Water, we're proud to be creating sustainable assets that will deliver healthy water to future generations.

On 7 October, the Victorian Government announced the completion of a \$60m upgrade to the Mt Martha Water Recycling Plant, which will deliver a vital alternative source of water for local business and community organisations, while reducing the environmental impact of its water treatment processes.

Member for Eastern Victoria Daniel Mulino MP officially opened the upgraded facility, and met with customers already making use of the plant's new recycled water supply. Mr Mulino states "These investments in Mt Martha will provide a vital alternative source of water to the region, while delivering greater efficiency and better environmental outcomes from the water treatment process."

Central to the two-year project is construction of a tertiary treatment plant, which is already delivering high quality Class A recycled water

to farms, wineries, business and council facilities. At its peak, the plant will produce 26 megalitres of Class A recycled water per day. "We're now working closely with customers to further boost recycled water use and enhance the resilience and liveability of this growing region" says Kevin Hutchings.

The upgrade also includes a thermophilic anaerobic digestion process (TPAD), an Australian first, in which organic matter is broken down faster than most other processes through the use of higher temperatures.

Unlike traditional anaerobic digestion processes which maintain organic matter at body temperature during treatment, TPAD makes greater use of the biogas emitted during the digestion process to heat the material to 55° centigrade, cultivating bacteria that deactivate pathogens and removes volatile organic content more quickly.

Not only does this help to create a more efficient treatment process, but it significantly reduces the recycling plant's environmental impact, by capturing and using more methane and producing less odour.



Daniel Mulino MP and Kevin Hutchings

In line with our commitment to the 100 per cent reuse of biosolids, a by-product from the treatment process, we have also constructed two solar dryers as part of the upgrade. The dryers reduce the need for open air drying pans, which produce more odour, and occupy a greater footprint within the plant.

Most importantly, they can cut the biosolids drying time from one year to as little as two months, getting a higher quality fertiliser into the hands of local farmers more quickly, using a fraction of the energy of standard alternative technologies such as gas-powered dryers. We now have five solar dryers, more than any other Victorian water utility, and produces more than 3000 dry tones of biosolids each year. We are continuing to drive changes to create a sustainable future for our customers and people.

