

## NILSEN PEOPLE

Here are some more names to put faces to. As with any successful organisation, it is the people who make it happen. In this Review we would like to recognise:



**Christian Back.** Congratulations Christian, Nilsen Electric WA's apprentice of the year.



**Carlo Baldo.** Carlo has been promoted to Production Manager, Switchboards, in Victoria.



**Clive Blowers.** Clive and his wife moved from WA for Clive to join Switchboards SA as Design Manager.



**Mark Bruggemann.** Mark has been appointed Production Manager of Switchboards SA. Mark has already had an illustrious career with Nilsen in many other positions, including many years as Design Manager.



**Peter Clarke** joins the Victorian Contracting Division as a Project Manager.



**Allan David.** Allan joins High Energy WA as its transformer Services Engineer.



**Todd Grigo.** Congratulations to Todd (Area Manager, Bunbury WA) on completing his Certificate in Management practices, the first year of a two year Diploma course.



**Ian Hart.** Congratulations. Ian has now been with Nilsen, in the Contracting Division, for 25 years!



**Martin Kreuzer.** Congratulations. Martin has now been 40 years with Nilsen in the SA Switchboard Division.



**Enio Lancuba** joins the Nilsen Electric (Vic) Administration section as Assistant Accountant.



**Geoff Masterton** has commenced in his position, estimating for traffic projects in Nilsen Electric Vic's Contracting Division.



**Rob Matthias.** Rob is moving back into his role as major Account Manager, Switchboards, now that Carlo Baldo has accepted the Production Manager position.



**Carroll O'Shannon.** Congratulations to Carroll (Construction Manager, Contracting WA) on attaining his Diploma in Management practices. Carroll has also undertaken an intense course in marketing in the same time period.



**Scott Parker.** Scott is the new Industrial Estimator in Contracting WA and joins the rest of our WA Estimating team.



**Peter Prior.** Nilsen Electric SA welcomes Peter as their new Administration Manager.



**Rob Rees.** Rob joins Switchboards WA as the WA Estimator. To get a good knowledge of our ways, Rob is spending three months in SA to get acquainted with the SA Switchboard team.



**Michael Thickbroom.** Michael joins Contracting NT in the top end as Construction Supervisor.



**Frank Watson.** Frank is now heading up the restructured Communications section at Nilsen Electric (Vic).



**Andrew Woodrow.** Andrew has moved into the Contracting Division of Nilsen Electric (Vic) as a Project Manager. Andrew moved from a similar position in the company's Communications Division.



**Mike Wright.** After successfully completing the ACI project, Mike joins Contracting in SA as Senior Construction Manager.

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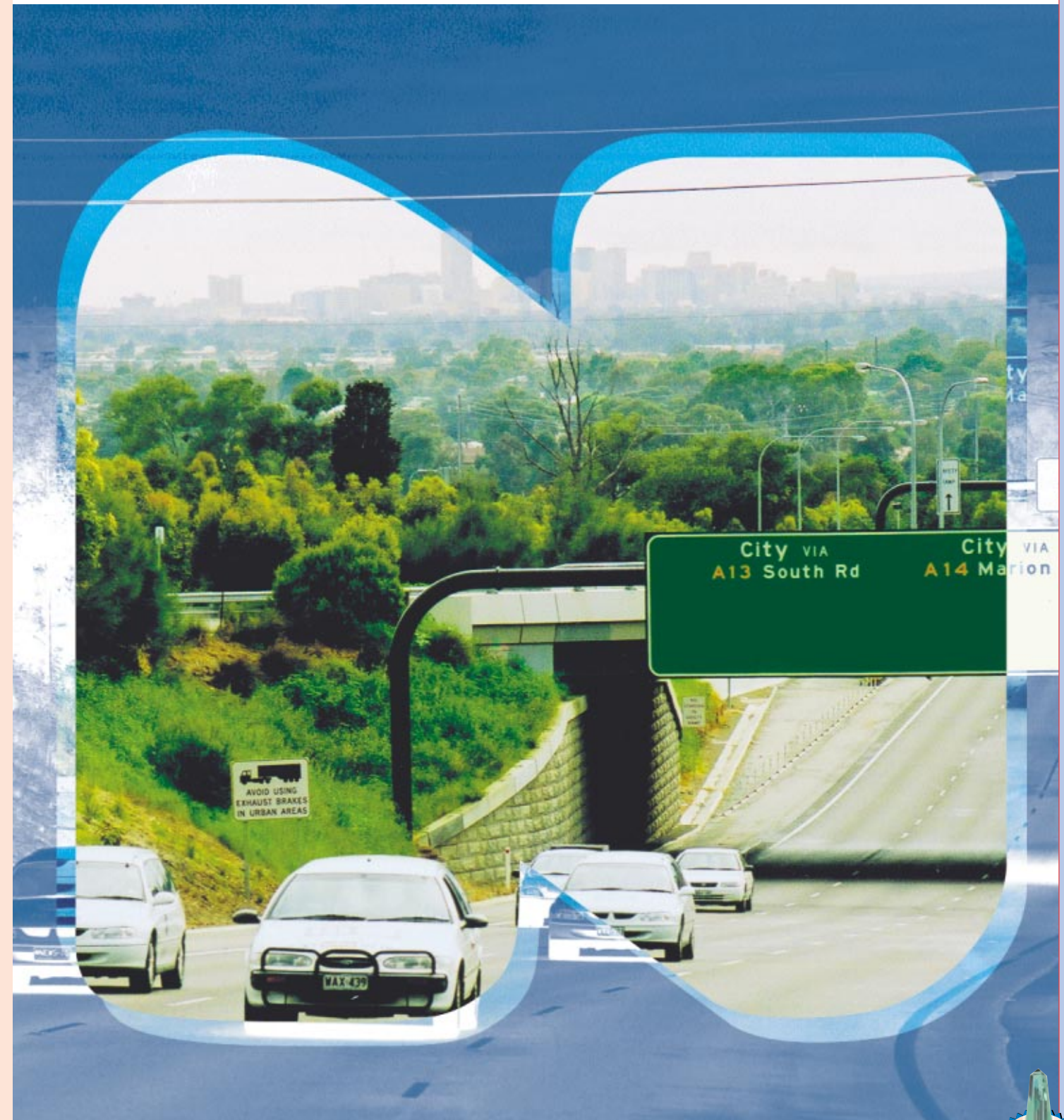
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# NILSEN

## REVIEW

ISSUE 9, MARCH 2002



ELECTRICAL EXCELLENCE



## FROM THE MANAGING DIRECTOR



In the six months since the last review our orders continue to hold up well. Most of our business units are performing well, but it requires vigilance at all times in anticipation of the unexpected. Australia is enjoying modest prosperity but it is not equally shared across the country. The financial year promises to be a year of record sales for Nilsen, but profits may be below target as some of our markets are still very tight.

The range and variety of our contracting work keeps growing, from museums to expressways, from hospitals to hotels, from sporting stadiums to wine bottle plants. Nilsen is fast becoming one of the most versatile electrical contractors across the country.

Our communications and data business is being focused in those market areas where customers look for a wide range of skills to provide

that total solution, with corporate customers and academia rating high on the list.

Our switchboard business moves from strength to strength, its customer list continues to grow. We are now a preferred supplier to all Australian Alumina Refiners and for many high reliability installations such as power stations and telephone exchanges. We are possibly already the largest switchboard builder in Australia, and are continuing to grow.

Likewise, our service business continues to grow. In our High Energy servicing, our customer list reads like a who's who of the business world. It includes many utilities, hospitals and major manufacturers. In facilities maintenance, we've just added the Melbourne Olympic Park Trust to our list of long-term contracts. Again, like in all our other fields of endeavor, we are seen as an Australia wide industry leader.

Our technology and metering business, operates from all mainland

capitals and also is active in New Zealand. This company relies more on discretionary spending. The corporate collapses and general world events have seen some fall off in demand but current indications are much more positive. Our ability to supply the most sophisticated test and measurement equipment, world recognized UPS systems and leading edge smart electricity meters will put us in good stead in any market resurgence.

The metering part of this business has also suffered from serious indecision with regard to use of smart meters, but again there are now positive signs that power utilities and retailers are developing new strategies which will have a very positive effect.

Our Group objective is to be the supplier of choice. We are unique; wholly Australian and family owned, with in-house contracting, data, switchboard and service skills across Australia.

Peter Vandenneuvel

## OUR REVIEW IN REVIEW

Welcome to another snapshot of Nilsen diversity across Australia.

From our front page, you might say South Australian drivers are going the wrong way. Not quite! A unique reversible expressway, it is one of our major recent successes.

Have we ever won a sporting event? No, but we do have experience in sporting venues, how to set them up and how to keep them going! Page 3 gives some insight.

What to do when disaster strikes to get you back on the air after that electrical failure. Pages 4 and 5 detail how more and more major organisations recognise the unique and complete service Nilsen offer.

The best way to get a good job done

quickly, for a fair price? Partnering. Page 6 shows how it delivers win-win outcomes.

Installing a UPS system is often the first step in improving power quality. Should it be the last? See page 7 so you can decide.

Even though the introduction of full retail contestability does not require a meter change, many 'switched on' utilities and retailers are now making the change. Why? Page 8.

Would you like to swap a truck full of test equipment for just a single portable unit? We have just the unit on page 9.

'Fast on line' power stations also need to be built fast. Our switchboard people help the constructors meet

tight deadlines on page 10.

Wireless data transmission, once the realm of satellite operators and large Telco's, is now ready for use in your network. Page 11.

See some of our latest projects on page 12.

Nilsen landmarks. This month we feature the Festival State. Page 13.

Some snapshots of Nilsen activity around Australia and another selection is on pages 14 and 15.

Last, but certainly not least, our real strength, our people. Back page.



## ARE WE GOOD SPORTS?

We can't claim to excel in any one sport or event. We'll leave that to the athletes. But, when it comes to sporting facilities however, now that is another issue altogether!

Just look at the impressive list of sporting projects Nilsen is, or has recently been, involved with:

- Facilities maintenance at the MCG (Vic)
- The Upgrading of Subiaco Oval (WA)
- Installation of lighting towers at Adelaide Oval (SA)
- Extensions to the stands at Football Park (SA)
- Redevelopment of Stadium Australia seating(NSW)
- The installation to the new Bunbury Aquatic Centre (WA)
- Switchboards for the Colonial Stadium (Vic).

Now, to add to this already impressive list. Our Melbourne team has just scored the maintenance



Stadium Australia Refurbishment



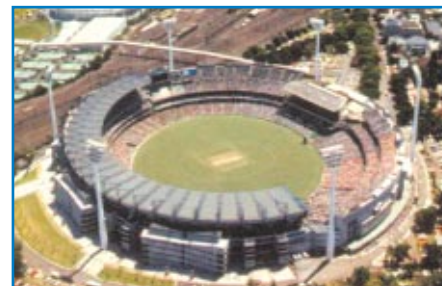
Bunbury Aquatic Centre Electrical Installation

contract for the Melbourne Olympic Park Trust (MOPT) for the Rod Laver Arena, the Vodaphone Venue and the Function Centre, the Glass House.

Building or maintaining a high class sporting venue is no easy task. As noted by Nilsen Victorian Engineering Services Manager, Garry Meier: "The most often overlooked area is the power system. Yet, it is the most critical. Not only to ensure the sporting fixtures run smoothly, but more importantly, that there are no avoidable blackouts, and were an

unavoidable blackout to occur, that the spectators can leave the facility safely. Ensuring the safe and correct operation of both normal and emergency systems requires a disciplined approach of constant planning, executing, testing and review, something often not done as well as it could be. Hence, we are seeing a trend where more and more facility owners are placing a much higher emphasis on selecting companies for their competence and expertise rather than judging only on cost. It's about value adding, facility utilisation, spectator comfort and spectator safety."

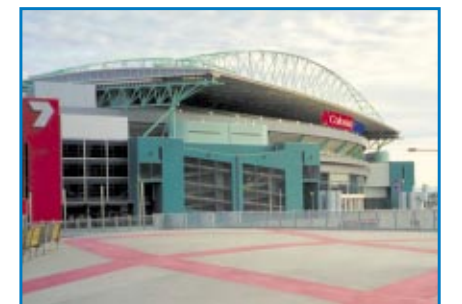
Certainly, this is a growth area for Nilsen across the whole of Australia. Another service Nilsen offers Australia wide.



MCG Maintenance



Adelaide Oval Lights



Colonial Stadium Switchboards



Rod Laver Tennis Center Maintenance

# WE TURN BACK TIME!

No, building time machines isn't quite what we have in mind. Nor do we necessarily want to go back to those 'good old days' (whenever they were!). But, how often would you like the ability to turn back the clock and undo what's just happened? Especially when you've just had one of your most critical power cables or switchboards end up in a fire-ball!

It must be an engineer's worst nightmare to be woken to learn a main power supply or main switchboard has been turned into a smouldering mess of scrap metal. Oh, if we could only turn back time!

For this very reason, many informed engineers take a great amount of trouble to have the best possible service and maintenance procedures in place. Nilsen, of course, offer such service through our High Energy division Australia wide. But, even with the best plans, the unexpected does happen. So, even after taking all possible precautions, it is still essential to have a Plan B as a standby just in case.

This is where the unique Nilsen combination of disaster recovery skills and national coverage stand out. Our teams are on standby for just such events. We can muster a team of four or forty people to be in any place in Australia at the shortest notice, complete with back up facilities at home base. And, the skills needed are all in-house, whether it is repairs to the installation, repairs to switchboards, reinstallation of machinery or recommissioning and setting to work of the repaired installation.

Unfortunately, because mains cables and switchboards provide long and generally trouble-free service, they are often overlooked in maintenance programs. Their deterioration accelerates with age, but the warning signs of impending failure are often not able to be read except by trained specialists. So failures, (some of which can be very spectacular) occur without, at least to the untrained eye, any sign of warning. And, when failures do occur, they are often catastrophic, with plant shut downs, loss of productivity and severe damage.

Our recent rescue missions have included extensive repairs for Cockburn Cement, Garden City Mall, Orica, APM, Cadburys, and a number



From this ...

of other companies. In many instances, at a moments notice, we've had to source very special cable, special switchboard components, cable joints and other equipment, with our people working around the clock to get the facility back on air as soon as possible.

Cable jointing, cable laying, HV testing, sheet metal fabrication, busbar installation, recabbling, rewiring and recommissioning, are all part of the service.

Our teams know that your facility being down is costing you real money. From the first phone call, a repair plan is immediately implemented so the work continues at all times. Then, once the facility is back on the air, our specialists help determine the cause and, more



To this!



HV Cable Repairs

importantly, how to best implement a prevention campaign.

Following on from just such recent disaster recovery exercise, Brian Steele (Manager, Nilsen Switchboards Victoria, NSW and Tasmania) noted, "It would have been impossible for the customer to coordinate the reinstallation work, the massive switchboard repairs and the switchgear refurbishment, especially whilst still trying to keep the rest of the operation running. But, with our SWAT team, where everyone not only knows one another, but also who is best at doing what, we were able to let the

customer focus on keeping the place going whilst we concentrated on the problem at hand, with no need for the customer to be involved. It's another 'one point of contact' or 'one stop shop' service we offer. And, most importantly, when we've finished, the work isn't just a 'band aid' fix, the customer ends up with a brand new, fully operational, installation!"

Then, once the work is complete, we set our teams to work to determine:

- If there is any other plant or equipment at risk.
- How the customer can best deal with that risk.
- How the customer can minimise future disasters from occurring.



Water Cooled Transformer Repairs



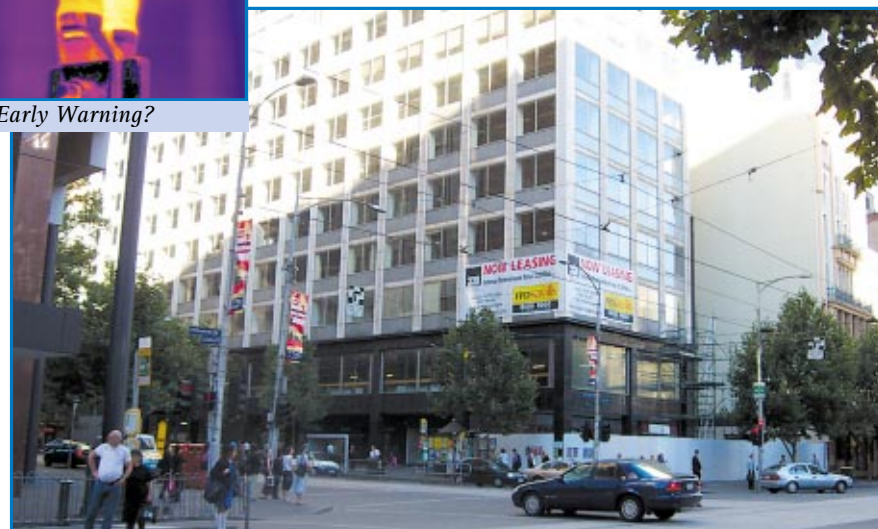
Air Circuit Breaker Repairs



Motor Control Center Reinstatement



Early Warning?



Major Switchboard Repairs

## PARTNERING PAYS

How often is price the focus for any good or service? Most people in the industry would quickly say, "Always". But, is that really so? And, if it is so, why is it?

After all, do we personally always buy on price? Is the car we drive, the house we live in, or are the clothes we wear, the cheapest? No!

So, why do so many still try to buy on the lowest price? Especially when we all know, the lower the price, the higher the costs to manage the contractor. But, not only that. There will also be a great temptation to try and get the contract value back to where it should have been.

So the poor Customer or Head Contractor taking the cheapest price, ends up paying extra in two ways.

Firstly, the management costs are greater. Secondly, the variations and claims will be more, and higher. Not a very good result from accepting the lowest price is it?

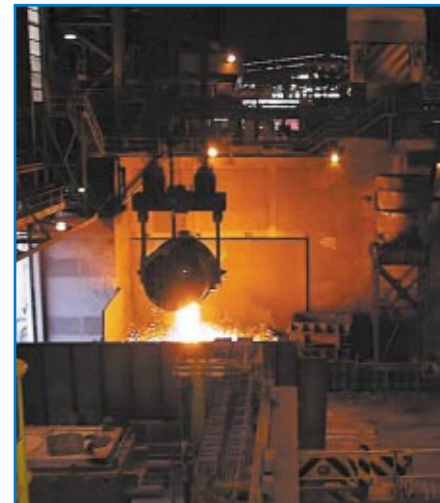
Then, if the project isn't well defined, or design is only partly complete, the problems are compounded.

So, is there a better way? Of course there is! Deep down, all any of us who award contracts want is to have a good job done for a fair price.

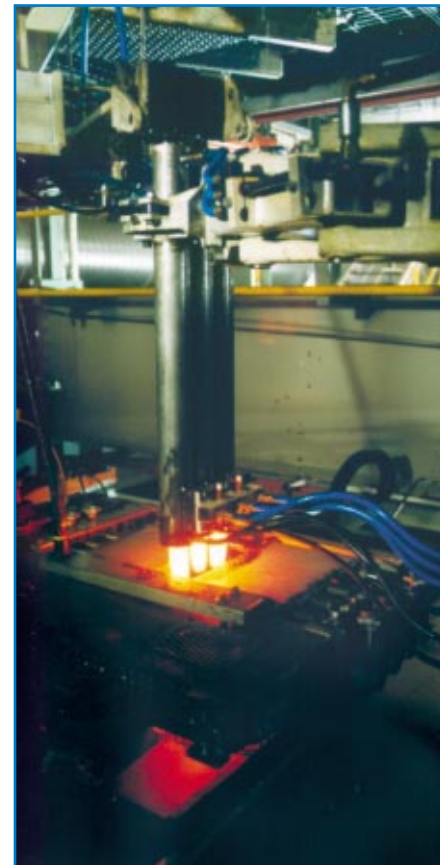
This is why many companies have now decided that it is often better to partner on a project than to invite open tenders. Certainly it delivers projects in a manner where the customer ends up with the best possible job in the shortest possible time.

No doubt there will always be tendering, but it in itself is not a guarantee of the best value for money, especially if the project scope is poorly defined, or being developed as the project progresses.

Partnering, it is the best way to get the best project outcome at a fair price.



Steel Works Switchgear, Whyalla SA



Glass Plant, Kilkenny SA



Crusher Installation, Morwell Vic



Sports Arena, Homebush NSW



Sewage Treatment, Woods Point WA

## POWER QUALITY, MORE THAN JUST INSTALLING A UPS

Ever increasing emphasis is placed on continuity of supply. And rightly so! After all, with the extra pressures placed on the distribution system some blackouts will always occur when these networks are stressed during peak loading, or through the influence of extreme weather. So, a standby supply and UPS are now 'standard issue' for most companies. But, in addition to continuity of supply, the quality of supply is also very important. And, to this end, power factor and harmonics can also influence your operation very considerably.

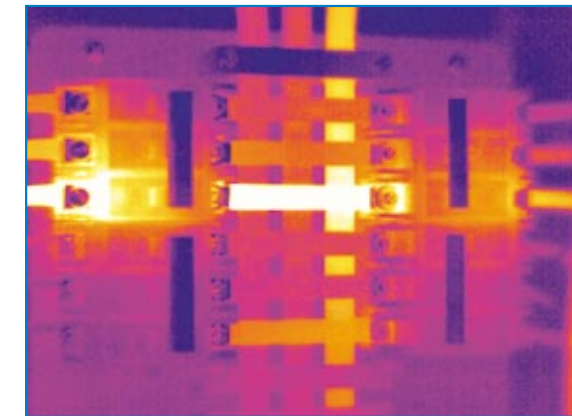
A low power factor, amongst other things, places much stress on your electrical system, causing cables to overheat and creating losses which are ultimately reflected in your power bill. Not only that, but the extra unnecessary heat generated, can cause the switchgear and cable connections to become unreliable and fail, causing you blackouts. Also, with power retailers and distributors soon to charge for poor power factor (many are already doing so) it makes economic sense to improve the power factor of the installation.

Likewise, harmonics often caused by computer or special equipment, can cause heating in cables, stress in your supply system and erroneous tripping of your protection, again resulting in your very own, and private, unexpected blackouts.

Yet, both problems can generally be easily overcome by the installation of power factor correction equipment and power line conditioning.

By a survey of your facility, you can determine your risk profile and develop your implementation program.

Good quality power saves in power bills, maintenance and repair costs avoiding unexpected blackouts.



Is this happening in your facility?



Power Analysis is a science



A 22kV Outdoor PFC unit



Standby Power



IMV UPS's now made by GE



Log Your Supply

# WE CRANK UP MANUFACTURE OF SMART METERS

Full Retail Competition (FRC) was introduced in Victoria and NSW last January, giving 7 million consumers the choice of electricity retailer. Since the introduction, one of the most frequently asked questions is "If I change retailer do I have to change my meter?"

The answer is NO.

## SO WHY IS IT NILSEN ARE PRODUCING MORE SMART METERS THAN EVER BEFORE?

Quite simply, Smart retailers and Smart Distribution companies like Energy Australia are choosing to install Smart meters so they can offer new and innovative tariffs and services for their customers.



Your Choice!

## SO WHICH METER DO THEY CHOOSE?

Ours! The 26FRC. It is the result of a very intensive Nilsen Research and Development Program. It is also designed and manufactured in Australia to meet the needs of the Australian market.



Our New 26FRC

So, even though a meter change is not required when you change retailer, the introduction of the FRC has increased demand for Smart meters significantly, sufficient for us to substantially increase production!

Congratulations to our Revenue Metering Team for producing the 26FRC with features and flexibility that enables our Customers, Retailers

and Distribution companies, to provide their customers with a wider range of tariffs and services to better suit their needs.

We don't know if it is the features, unashamedly focused on Australian market needs, the fact that the 26FRC is fully developed and manufactured in Australia by an Australian owned company, or the uncertainty with which some of our competitors are viewed, but our customer list is certainly growing!



NATA Certification And QA



Smart Buildings Need Smart Meters



Meters For Switched On Customers



More New Meters For Innovative Tariffs

# ELEVEN INTO ONE DOES GO!

It certainly does! Just ask us about the Omicron CPC 100!

Together with our partner, Omicron Electronics, we presented the new Omicron CPC 100 test system at seminars around Australia. The response from both Utilities and Contractors was astounding. Possibly because it is a system rather than a test set. Why a system? Because its multiple functions can replace as many as eleven (yes eleven) traditional instruments with one unit, only the size of a briefcase!

What was a truck full of different test instruments has now become a single unit. Think of the productivity increase, not only locally (where you can now put the unit in the boot of a car, rather than have it all over a truck) but especially for remote sites, where it can now be accompanied baggage instead of being trucked ahead and returned later!



11 Instruments In One!

Alstom Projects were so impressed, they hired a unit for assessment. After almost 10 days of use they were certainly impressed. Some of their comments:

- Many more features than in other same size units
- Covers most aspects of primary HV testing
- Selecting test options and saving results was easy
- So versatile almost any type of CT or VT can be tested
- Intuitive and user friendly windows operating system
- Familiarisation time is less than 2 days
- Tests CT magnetisation curves, ratios and polarities



- Reduction in test time and report time

How is that?

It seems it scored 100/100 (perhaps that is why it's a CPC100?)

And the real proof?

Alstom purchased a unit which they have now already used on projects around Australia!



A CPC 100 ready To Go

## WE HELP VALLEY POWER MEET TIGHT DEADLINE

To meet times of high power demand (or 'power peaks') has required development and deployment of a new type of power station. The 'Peaker Power Station'.



Edison Mission's John Langstaff and Our Brian Steele

Peaker power stations are characterised by their ability to start up and take load at very short notice.

In the case of Valley Power, it can be taking load within 5 minutes.

Built at Loy Yang, for Edison Mission, Valley Power Station consists of 6 units, each a 50MW generator, coupled with 2 off 25MW gas turbines, making a total capacity of 300MW. Each unit is connected to the 500kV grid via 11kV to 220kV step up transformers which are then connected to the grid via a single 220kV to 500kV transformer.



Valley Power, The New Peaker Power Station

Commissioning in December 2001, certainly looked a considerable challenge when local sourcing of equipment, such as switchboards, commenced only in September, especially bearing in mind that Edison Mission required the switchboards to be of a much higher feature level than would normally be expected. Still, the challenge was well taken up by Nilsen Switchboards' Victorian operation, and the switchboards were delivered on time to meet Edison Mission's build and commissioning schedule.

Likewise, the Station urgently needed a large inverter and DC system and batteries. Again, Nilsen to the rescue.



Nilsen NSeries, High Performance, Short Build Time

This time by way of Nilsen Technologies Energy Systems Division.

The Station is now fully operational and should help eliminate the system overloading in high demand and extreme weather conditions.

Gary Burslem (Site Project Manager) and John Langstaff (Project Engineer) both praised Nilsen for their commitment to delivering equipment of such a high level of performance in such short time.

Valley Power, Another in a long list of 'Nilsen' power stations.

## WIRELESS, WHY NOW?

Much of today's major communication involves satellites. It is, of course, wireless. Likewise, Telco's have had microwave communication links for many years.

And, as wireless technology improves, more and more applications are being considered in networks because it offers much in the way of flexibility of layout, portability of equipment and ease of change.

With the advent of 11Mbps wireless solutions, the time might now be right to seriously consider this technology, especially for augmentation or extension of your existing hard wired network.

With current technology, coverage is up to 100m from a base station and can simultaneously connect 128 users.

With the operating speed of some of the wireless systems now fast approaching that of the fastest networks of only a few years ago, many enterprises and academic

institutions are moving to wireless networks in certain applications.

And, with the ongoing research and development, the technology will continue to improve and keep pace with (or perhaps even outstrip) development of 'hard wired' systems.

Wireless systems are now a competitive alternative in situations where –

- Network arrangements are often changed.
- Installations are only short term or temporary.
- Many users have portable devices with which they come and go.
- Buildings are of a type where cabling is difficult.
- Sales offices have to cater for mobile staff.
- Buildings have architectural features or are Heritage.

Many of the wireless applications we've recently been involved with are for academic institutions which have a high turnover of users, as classes move from room to room for the various lectures.

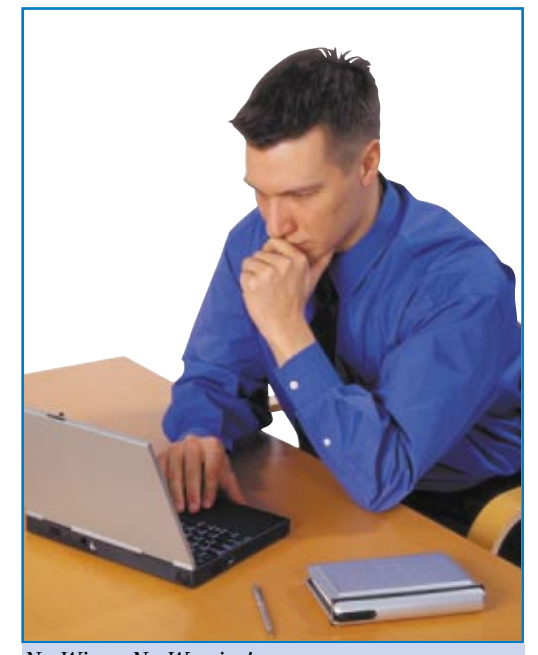
It is unlikely wireless local area networks (or WAN's) will ever replace hardwired systems, but they are already used in many of the above situations.



The New Way To Connectivity



Wireless Technology, Proven On A Large Scale



No Wires, No Worries!

## PROJECT HIGHLIGHTS

Even though there is some concern about the economy, our order book keeps growing. Recent additions include:



The Curtin University Business & Physiotherapy School in the Perth suburb of Bentley. A major new project with B.G.C. Constructions.



The new Amcor glass bottle plant in the outer Adelaide suburb of Gawler, at the edge of the Barossa Valley with Leighton.

Another Nilsen mix of commercial, civic and industrial projects.



Victoria Gardens shopping and commercial precinct in the inner Melbourne suburb of Richmond. A major new project with Probuild.

## WINE AND THE ARTS, TWO OF SOUTH AUSTRALIA'S TRADEMARKS

This month we feature two landmarks from the Festival State (very apt, as March 2002 was the most recent time the Adelaide Festival of Arts, this major two-yearly festival has been held).

Because almost all major landmarks in SA have had Nilsen involvement in some way or another, it was difficult to select two to feature in this Review. After all, nearly all the buildings flanking North Terrace, the premier Adelaide Boulevard, have had the Nilsen touch, as has the tallest Adelaide building, the Festival Theatre, both Holden and Mitsubishi automobile plants, as well as all South Australian power stations and most other industrial operations. Not forgetting of course, the Heysen tunnels and the new expressway. So, after much deliberation, we've picked the new Australian Wine and Rose Centre and the Centre for Performing Arts, as the two feature projects.

Each fits in well with South Australia's culture.



Dame Roma Mitchell Centre For Performing Arts



The Adelaide Skyline, Many Nilsen Landmarks



The New National Wine Centre

# A SNAPSHOT OF NILSEN ACROSS AUSTRALIA

We have now made our mark across Australia as one of very few contractors who offer the complete Contracting, Communications, Switchboard and Service package.

And, what an exciting industry to be in. Just look at the snapshot of the diverse range of activities our people are working on around Australia.



ACI Glass Bottle Plant, Kilkenny



Lignite Dredger, Morwell



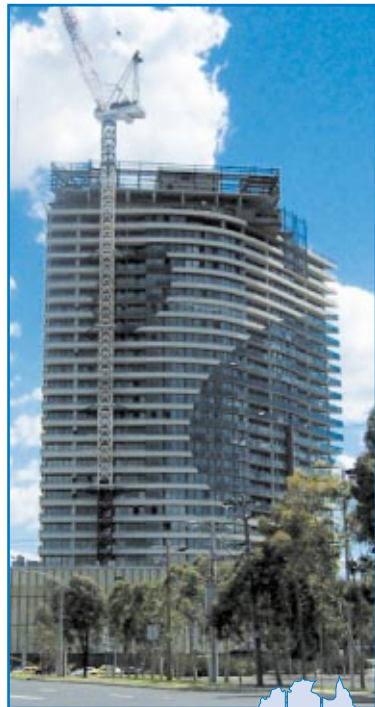
Pacific Highway, North Sydney



Maritime Museum, Fremantle



Pelican Point Power Station



Yarra Waters, Southbank



Traffic Light Maintenance, Melbourne



Armadale Hospital



Brisbane Airport



Wine Centre Restaurant, Adelaide



Glenelg Waste Water Treatment



RAAF Base, Darwin



Curtin University



Collins Subs



Expressway, Adelaide



Pearson Village, Perth



Holdfast Shore Development