

Case Study



Melbourne Water - Provision of Maintenance Services & Minor Capital Works - Civil Assets

Green File

Thiess Services has continuously provided Melbourne Water with drainage maintenance services since 1993.

Throughout these contracts, Thiess Services and Melbourne Water have developed an exceptionally co-operative working relationship, based on Thiess Services' outstanding record of delivering results exceeding Melbourne Water's expectations.



Location

Melbourne, VIC

Client

Melbourne Water

Value

AU \$15 Million per annum

Duration

2003-2008, with 3 x 1
Year extensions

Contract Type

Alliance Principles

Referee

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Melbourne Water
Infrastructure Manager
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Thiess Services was awarded the contract for Provision of Maintenance Services and Minor Capital Works - Civil Assets for Melbourne Water in August 2003. This landmark project sees Thiess Services responsible for a broad range of services directly affecting all Melbourne residents, including: sewer systems maintenance; waterways and drainage; technical services; land management; and building maintenance.

Backing the 24-hour, seven day response capability are 20 Thiess Services supervisory and administration staff, and 60 field personnel, accessing up to 60 different sub-contractor organisations for the supply of specialist services. Thiess Services has established offices in the Eastern Treatment Plant (ETP) at Carrum, the Western Treatment Plant (WTP) at Werribee, the Brooklyn Pump Station, Winneke and Sunbury.

As a result of the trust between the two organisations, the current contract has been based on alliance principles, including open book, fully reimbursable costs, a management fee and an agreed profit margin.

Waterways and Drainage

This component of the contract encompasses the maintenance of the waterways of the Port Phillip and Western Port region, drainage assets and wetlands. Its scope is indicated by the following asset statistics: 1197km of underground drains; 755km of primary water transfer mains; 281km of secondary water transfer mains; 3974km of waterway stream assets; and 50 non-stream waterway assets and wetlands.

Response staff are geographically split north and south of the Yarra River to minimise travel between jobs and ensure rapid response times. Key components of our approach to these works include: scheduled maintenance; structural integrity inspection and maintenance; preventative maintenance; and non-capital improvement programs.



Sewer Systems Maintenance

Melbourne Water's sewerage system consists of 399km of sewer conduits, 323 non-powered vents, 39 powered vents, three detention tanks, 10 sewerage pumping stations, penstocks and Western and Eastern Treatment Plants.

Thiess Services provides a wide range of scheduled and unscheduled maintenance works to these assets, including: inspections and reporting on the condition of sewer assets; CCTV inspections; repairs, reconstruction of sewer assets; set-up and operation of Emergency By-Pass Pumping; geotechnical investigations; road maintenance; and ground maintenance.

Technical Services

Thiess Services provides a range of technical services to Melbourne Water, including: asset management; multi discipline technical advice; supply of drawings; estimates of target cost; minor capital works; and development of value propositions.



Building Maintenance

Melbourne Water owns and operates a significant number of buildings of various sizes, including: treatment plants; pumping stations; valve chambers; power stations; and reservoir buildings. Thiess Services is responsible for all aspects of building maintenance, including cleaning, carpentry, electrical works and plumbing.

IT Innovation

Thiess Services has implemented a number of innovative IT solutions to deliver improved service to Melbourne Water.

DRATS is a management system developed by Thiess Services for its Melbourne Water contracts to reconcile costs and expenditure for execution of the works.

DRAINTIME was also developed specifically for Melbourne Water, and captures labour hours, plant and equipment, and reports on utilisation of resources.

QUIKTRAK is a GPS vehicle location system that provides a real-time audit trail of who, when, where and how a job was completed.

QADS computer aided dispatch software is designed to manage and control job dispatching, scheduling tracking and monitoring, and will ultimately result in a paperless work order system.

