

# Gas Lines Newsletter Winter Edition 2016

## Editors Note



Hi Everyone,

Welcome to the Winter Edition of Gas Lines.

Surprisingly this winter hasn't been too chilly (for me at least). Check out what Mac Gas has been upto over these past few busy months!

Enjoy!

Amy

## Toolbox Talks

**TBT#136:** Shallow Service Insertion Works

**TBT#138:** Vehicle and Equipment- Process when maintenance/ servicing/ repair or replacement is required

**TBT#139:** Pre Operational Inspections

**TBT#140:** Adopting best practice

**TBT#141:** Incident Notifications

**TBT#142:** Work Near Underground Services (ZNX Safety Non Negotiable)

**TBT#144:** Identify Fatigue

**TBT#145:** APA- Meter Change

**TBT#146:** APA Networks PPE Requirements

**TBT#147:** Personal Leave & Annual Leave Procedure

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## BIRTHDAYS THIS EDITION

### June

Greg Mack

Peter Magnone

Chris O'Keefe

Dennis O'Keefe

Natasha Sekulovski

Anthony Wallace

### July

Lauren Bradley

Troy Castray

Marco Di Michele

Dilon McDowell

Rod Meagher

Grant Peterson

Vanessa Sanders

Troy Sutton

Nick Ussia

Fintan Leonard

Danny McGovern

### August

Tom Berry

Aaron Cross

Kayla Davis

Stefania Macedonio

Steve Hodder

Vinnie Burnett

Trevor Cox

## Directors Note



It's certainly been a busy few months for us all here and will probably continue that way for the rest of the year (which is not that far way anymore) however, we have achieved some major milestones so there is plenty to show for all the hard work.

Firstly, we have just completed our re-accreditation audit for our Quality, Safety and Environmental management system to international standards, (we have surveillance audits annually and re-accreditation every 3 years) although we have not yet received written confirmation, there were no major non-conformances or indications of any minor non-conformances.

After seeing the hard work and stress leading up to the Audit, the team of Vanessa, Kelly and Karina deserved this result and I commend them on their efforts.

We recognise the efforts and at times considerable frustration that everyone at Macarthur Gas have endured over the last 3 years since implementation and I extend both mine and Dennis' appreciation to you all.

July 1<sup>st</sup> was our official handover of Energy Services from AGL although the date came and went without a glitch from a customer's perspective, it has not been without some challenges and still some remain. Once again I have been amazed by the commitment and resilience of the team involved, their drive and ability to band together to ensure success is a real credit to them. The team includes the technicians who have ensured the customer's experience has not suffered, they have been a wealth of information and support to us along with the Admin staff that have moved over from AGL and our Business Support team.

During the last 6 months we have engaged with a number of new clients for contracted works, each of these bring challenges not just from a technical perspective but also understanding values and cultures. The feedback has been extremely positive and provides reassurance that the way we conduct our business and client relationships are of a very high standard, again Dennis and I are appreciative of all those involved and the ethical way you have represented our business.

Many of you would be aware of an incident we had recently on a Civil job in the City of Sydney. The investigation identified systematic failures across many levels, with a very real potential of a serious injury and consequently why many of you just attended re-training sessions. In simple form it would appear there was a level of complacency around some of the most basic controls (prestart meetings, referencing utility maps and daily risk assessments to name a few) none of us can afford this as it puts lives at risk, including your own!!

We all keep talking about how fast time passes, I struggle to cope with this myself, but I'll add to that by mentioning Spring is just around the corner and we are planning for our end of year Christmas party already! - I look forward to the longer days and warmer weather.

Take care, stay safe

Chris O'Keefe

**Safety Integrity Teamwork Enjoyment**

## *A Message from Senior Manager Tony Ussia*



Hi Everyone,

Welcome to winter, no doubt the best time for our business. This winter Mac Gas moves into a new era where we commence doing service work for what I remember as Industrial/Commercial Service. Our newly formed **Energy Services** section will carry out this work which, no doubt will reinforce the evolution of this company. You will hear a lot more about this new section in the coming months, please make Sean Murray and his team feel welcome to our family.

My recent trip to the Riverina found Peter Magnone, Fred Ghaby and myself at the biggest piggery in the southern hemisphere. This particular company are looking to engage Mac Gas to run the methane gas from the 200,000 pig piggery for 3kms to their abattoirs. We are only in the planning stage of this job but I am confident that this project will one day go ahead because nowadays it's all about recycling.

All other areas of the Riverina are progressing very well. I attended a tool-box talk meeting where a Select Solutions Manager stated that he was more than happy with the relationship, and Mac Gas' performance by meeting all our KPI's. Peter has informed me that there are many opportunities in the Riverina and Mac Gas is now looking at doing works in Albury. Don't be surprised in years to come if Peter and his team are doing work in Melbourne.

Murray's Plumbing area has been dealt a difficult hand where the fabrication of medium pressure meter sets have been awarded to another company. The feedback given to us post tender was they had been provided a substantially lower price. Murray has already put plans in place to offset the loss of revenue and that's one thing that I have learnt and seen in my time at Mac Gas is "one door closes and another one opens" and sometimes two open.

In Neil's area (Gas Networks) we are battling with the introduction of a new job dispatch and claiming process by our client. This has created a huge data backlog which in turn effects our ability to claim for completed works. I appreciate the exhaustive hours by Neil and his team to keep on top of the situation which must be very difficult and frustrating. Hopefully things will turn soon and the team will get back to having smiles on their faces.

Marco's area is going through a major overhaul after he received a heavy blow due to the Sussex Street incident. In my opinion we have the opportunity to turn the negative into a positive and his team has gone back to basics and are putting processes and strategies in place. I am very confident that this area will win the "big one" very soon.

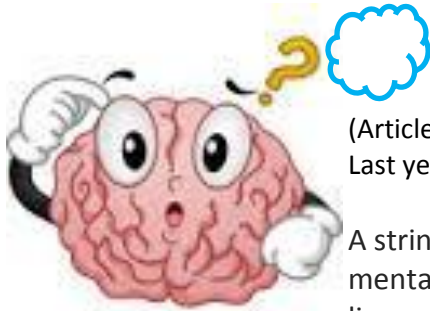
In summary, a safe work place is a great work place.

STAY SAFE OUT THERE, WORK IN A TEAM AND MAKE SURE YOU HAVE FUN.

Enjoy the rest of winter.

Anthony Ussia

# MENTAL HEALTH



(Article from Health & Safety Bulletin)

Last year the issue of mental health was thrust into the spotlight.

A string of high profile cases led to startling revelations about just how prevalent mental illness is in our community and the impact it's having on so many Australian lives.

It appears the stigma surrounding mental illness is gradually being eroded and we're all becoming more aware of the dangers it presents.

But shocking new research has revealed that more than a quarter of all young people (aged 12-25) would not tell anyone about a personal mental health issue.

Researchers from multiple universities and Headspace found that each year, around 25 percent of all young people in this country will experience mental health issues. Many of them will not seek the help that they need, according to Headspace, the National Youth Mental Health Foundation that provides early intervention mental health services to young people.

And many of these young people are currently in Australian workplaces.

The reason for not speaking up – the perceived “stigma” associated with mental health issues.

Professor Debra Rickwood, a chief investigator on the research from Headspace, said the study showed that 52 per cent of young people were embarrassed to discuss a mental health problem with anyone and nearly half of that number were afraid of what others would think. “The results also found that 22 per cent would be unlikely or very unlikely to discuss it with their family doctor,” she said.

The number of young people in the workforce – either employed full- or part-time – and potentially suffering from mental health issues and not feeling comfortable about sharing is definitely a cause for concern.

Regardless of your age, if you are having a tough time, reach out to someone or see HR and they will try their best to assist. Alternatively, see below some organisations that can help.

Headspace on 1800 650 890 or <https://www.headspace.org.au/>

Beyondblue on 1300 224 636 or <https://www.beyondblue.org.au/>

SANE Australia on 1800 187 263 or <https://www.sane.org/>





# Life of a Mac Gas Retiree...



**RETIRED**



Beautiful beach views, lovely warm weather and beers every arvo pretty much sums up Jeff's life as a Mac Gas retiree!

For those of you who don't know Jeff, Jeff used to be the payroll go to man at Mac Gas for over 15 years before he retired last year.

Jeff is now living the life up in Coolangatta with his wife Ursula, sending pictures like this to us while we work.

Jeff must miss us though as he still wears his Mac Gas '10 Year Club' shirts and checks in with us regularly.

Keep livin' the life Jeff!





# Hygiene at Work Etiquette 101:

Working five days a week, eight hours a day often means that we end up spending more time in the office with our work colleagues than at home. In order to peacefully work, live and play with our office family we need to follow the unspoken rules of workplace etiquette, in this particular case, hygiene at work.

- Please clean up after you use appliances! As you can see from this picture to the right, it is not nice to clean up someone else's oily lunch leftovers.
- As we have just got a new microwave, please cover your food when reheating to save it spluttering to keep the microwave fresh.
- If you have any leftover food in the fridges that you have not eaten, please dispose of it in the bins (bins get emptied every Wednesday night and Saturday night). Usually the girls in the office are the ones who have to clean out the fridge and it can get nasty! (Hello black bananas and spilled dry milk).
- Do not be that person who leaves dirty dishes and cutlery in the sink! Not cool! There's cleaning products provided, we even got a sponge on a stick to make this even easier.
- When using the bathroom, please double check so that you don't leave any surprises for the next person! Clean up any spills after yourself. You don't want to know the things we have seen!
- Lastly, please keep in mind your personal hygiene aka body odour aka BO. Especially with the warmer weather on its way, no one wants to be stuck in an office that not even Glen 20 can cover up the smell.

Being mindful of others is easy to do, let's work in a nice smelling clean work environment!



Here we have the sponge on a stick.



## Employee of the Quarter



## EMPLOYEE OF THE QUARTER



Congratulations to Kayla Davis from the Business Support Department who received employee of the quarter.

Kayla has been commended for being a consistently hard worker who is always on top of her tasks giving 110%. She continually offers to help with anything & everything and is a very approachable & reliable employee.



## Interview with Rod Gleeson

Name: Rod Gleeson Age: 49

Interests and hobbies: Game fishing, bikes and muscle cars.

Favourite food: Thai Food

Favourite sporting team: Penrith Panthers

Dream travel destination: Around Australia

Favourite Movie or TV Show: Game of Thrones

What is your favourite holiday to celebrate? Christmas

Pick one word that best describes you: Reliable

Where did you grow up: Emu Plains

What is your 5 year plan: Invest

What was your favourite subject at school? History



Rod a.k.a 'Macca' has worked as a contractor for Macarthur Gas since May 2015 with our R&M guys in the Gas Networks Dept.



What celebrity would you choose to have dinner with and why: Grill team, would be a fun night.

What would you do if you won a million dollars? Pay off loans, spend some and bank the rest.

Who do you admire as a role model and why: Gavin Richardson- he is always going on holidays around the world.

What do you like most about working at Mac Gas: Never on the one job for long.

What is one of your worst habits: Snoring

If there was one thing that you could change in the world, what would it be and why: Ban super trawlers, nothing lives in its path.

# PANTHERS





## Recent Complimentary Letters



Hi Muz, (Plumbing job)

Spoke with Shaun this morning and he said he was really happy with Justin and Peter last night. He said nothing was an issue and they did a great job.

Phone call from resident at Greenoaks Avenue: MAC 30 did a great job, his gardens have been restored in perfect condition and Troy and Rod were very professional.

(Regarding Daily report for Civil works job)

Hi Fred (Ghaby)

Very good job..!

Thanks

Andres Escare

Project Manager- Jemena

Great service ... Many thanks to the lovely guy that came to help me today, not sure of his name. Van Mac 88 (Zoran) I think. Please pass on my appreciation and I would like you to tell his boss what a great employee he has.

Louise Derkacz

(Regarding sewer replacement carried out by Troy, Paul & Aaron)  
Troy,  
Thanks so much. It's a huge relief and fantastic job. Wow!!!

Troy, thank you and your boys (Justin, Sean B, Peter & Aaron) for all their efforts today I know it was the worst day we could have picked but everyone is happy with the results  
Thanks again  
Jim

Hi Troy just like to thank you and your boys (Justin, Sean B, Peter & Aaron) for a top effort today at Westmead.

Regards  
Craig Roachaix



How refreshing is your page!!! Love how family oriented & staff comes 1st it seems to be. I have worked in Customer Service for over 30 years in call centres & would love to work somewhere like this. Well done



## Up coming events



*Please RSVP by Monday 10<sup>th</sup> October 2016.*

*Please note this is an adult' s only event.*

## Footy Tipping

**The footy competition is nearly coming to an end for 2016!**

**Current standings for the Mac Gas Footy Competition as at the end of Round 24:**

- ☒ **1<sup>st</sup> Place- Dennis O'keefe on 122 points**
- ☒ **2<sup>nd</sup> Place- Justin Pascoe, Tracie Elvidge & Stephen Kearnes on 120 points**



# BABY NEWS



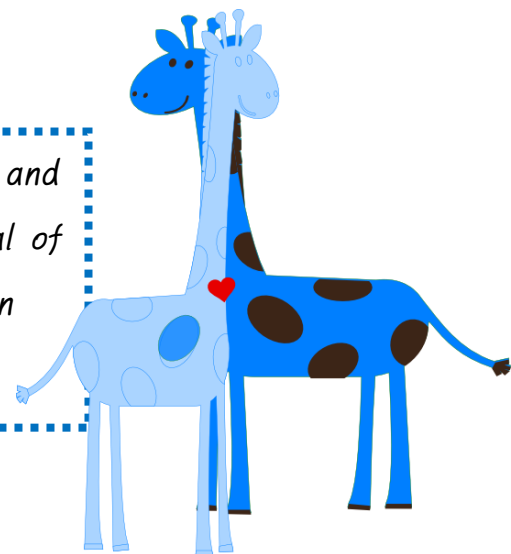
*Congratulations to Shane Cloran and his partner Debbie on the arrival of their baby girl Kaytlin Jean Cloran born 30/06/2016 weighing 3kg and 49cm tall.*



*Also a big congratulations to two members of our Business Support team Sarah Jeffes and Stacey Ogle who are both expecting a new edition to their families!*



*Congratulations to Blake Murdoch and his partner Maddison on the arrival of their baby boy Taj Murdoch born 7/08/2016 weighing 8.8pounds.*





## Recent Events



### Welcome Macarthur Energy Services team!

As of 1<sup>st</sup> July 2016, Macarthur Gas has taken over the Energy Services Dept. from AGL. The new department is now known as Macarthur Energy Services and consists of a team of Service Technicians along with their admin support team and Manager.

(In a clock wise direction from the top) We have Michelle who is the Energy Services Planner, of course everyone knows Cassie who is now the Admin Assistant for the dept., Peter who will be starting with us next week who is a Project Manager, Trent who is a Sydney Service Tech, Anthony who is a Sydney Service Tech, Stephen who you may know from Plumbing is now a Sydney Service Tech, Paul who is a Wollongong Service Tech and Nick who is a Wollongong Service Tech. We also have Jon who is a Newcastle Service Tech and of course Sean who is the Energy Services Manager starting in couple weeks' time (both not pictured). We also have Paul and Matthew who are our Service Tech Contractors for the Canberra area.

Macarthur Gas is very excited for this new venture and we look forward to seeing what opportunities it will bring.





So be sure when you **STEP**,  
Step with **CARE** and great **TACT**.  
And remember that Life's  
A great **Balancing Act!**  
-Dr. Seuss

## Employee & Family Service Special



### Winter Service Special For ALL Employees

Beat the cold snap and have your room  
heater serviced

**For ONLY \$60.00**



Macarthur Gas Pty Ltd  
Gas Lines Newsletter

**Winter Edition 2016**



**Created by**  
Amy Wheatland