



PHOENIX
PROJECT MANAGEMENT

Newsletter

Spring Edition 2010

PhoenixPM goes national

In late September PhoenixPM signed a contract to develop and manage a project management office for the National Health Call Centre Network, at its offices in Perth. October saw the award of a second project, the \$30M Telephone After Hours Doctor Service (TAHD).

PhoenixPM was also successful in being selected onto a Panel of project management service providers for the NHCCN to deliver its projects based in Sydney and Perth, in the coming years.

This important step heralds the commencement of PhoenixPM operations on a national level, an important milestone in the company's Strategic Plan, delivered two years ahead of schedule.

The award of this contract followed on from the successful delivery by the NHCCN team, with PhoenixPM as the project manager, of the Pregnancy, Baby and Birth

Helpline (refer story over page), opened by the federal Health Minister Nicola Roxon on 1 July 2010.



Back row L-R: Dean Hurford, Alan Hardy, James Irving, Tom Halton, Kelly Allen, Charles Irving (Director), Britt Johnston, Arafat Adam, Susana Merino Rivero, Karen Stunell, Bruce Buczek (GM), Jason Francis, Kamyar Kavousi
Front Row L-R: Franz Lintl, Luc Dierickx, Morteza Shokri. Absent: Corinne Forrest, Steve Jansen.

The Heathfield Waste Water Treatment Plant



The Heathfield Waste Water Treatment Plant is nestled within the Adelaide Hills just a few km's from the Stirling town centre.

The original plant was constructed in the 1970's to service the waste water needs of the surrounding district and an upgrade in 2003 was completed to meet with increased demand and environmental improvements.

The plant also provides waste water services for septic and nearby industry not directly connected to the waste water network. Plant upgrades are continuing with capital works projects expected to be delivered over the next two years, ranging from refurbishment of major plant, OHS &

Environmental improvements and to meet the general functional needs of Operational personnel and plant processes.

PhoenixPM are proud to have been selected to undertake both a project management and coordination / integration role for a portfolio of 17 projects in varying stages including project development and delivery, working closely with a large number of internal and external stakeholders.

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Personal commitment. Professional delivery.

12 Months to Remember The Strategy to Drive Success

In 2006 when PhoenixPM commenced operations it was a two person company delivering services in the rail industry. We set ourselves a number of stretch targets through our Strategic Plan, and then used these targets to guide our development. As the end of 2010 approaches, PhoenixPM has grown to deliver services in the road, rail, water, power and health industries, with a team approaching twenty.

Key to the growth of the company has been the targets set out in the Strategic Plan, and we've achieved a number of these well ahead of time.

Target	Achieve Growth into new sectors by 2012	Achieved 2009
Target	Commence operations in another State by 2012	Achieved 2010
Target	Build a team of 20 by 2014	Achieved 2010

Along with the achievement of a number of our strategic targets, we're quietly proud of a number of our other achievements in the last 12 months, including:

- Awarded** SA Water Project Management Panel
- Awarded** Department of Environment and Heritage Coorong, Lower Lakes and Murray Mouth Panel
- Awarded** NHCCN Project Management Panel
- Awarded** NHCCN Project Management Office development
- Awarded** NHCCN \$30M Telephone After Hours Doctor Service (TAHD)
- Awarded** City of Onkaparinga 10T Carbon Reduction Program Contract
- Shortlisted** Project Management Panel for City of Adelaide (selection process ongoing)

Ongoing and repeat work makes up the majority of our business, and we're equally proud of our ongoing support we have provided through services to existing Clients this past year, including:

- ElectraNet Period Contract
- Department for Transport, Energy and Infrastructure Period Contract
- TransAdelaide Panel Contract

SA Water Adelaide Desalination Project

PhoenixPM is very proud to be providing Project Support to the SA Water Adelaide Desalination Project.

With Kelly Allen, Kamyar Kavousi, Arafat Adam, Susana Merino Rivero, Morteza Shokri and Karen Stunell in the SA Water Lonsdale site office.



Phoenix Project Management proudly supports



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Pregnancy Birth & Baby Hotline

In a departure from the more traditional infrastructure projects the company has managed over the past 5 years, PhoenixPM recently was engaged as Project Manager to deliver the Pregnancy, Birth and Baby Helpline for the Commonwealth Department of Health and Ageing.

This was a challenging assignment with a tight delivery timeline and a project team spread across the country, but the PhoenixPM team was able to make a positive contribution which saw the project delivered on time on 1 July 2010.

The service is available 24-hours-a-day, seven-days-a-week to provide general information about pregnancy, birthing, post-natal care, and parenting in the first 12 months.

The service is part of *Healthdirect Australia* which is the trading name for the National Health Call Centre Network Limited (NHCCN Ltd) who provide nationwide access to healthcare triage, health advice and health information.



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