

Issue 20

Down

December 1999

Earth

Magazine

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NS KOMATSU

MD's message

Welcome to the Christmas edition of Down to Earth. This is the time of year when we all try to steal some time to reflect on the 12 calendar months that are now all but past.

At NS Komatsu we have, however, also been concentrating on how we better define our future. In October we gathered 30 of our key people and spent three days reviewing our company's current strengths and weaknesses. Then, in an effort to better identify the products, services and resources that we will need if we are to continue building on our current successes, these were projected to 2005.

Referred to as the G2005 Conference, the process achieved a number of key outcomes.

1. The attendees were able to share, and gain a better understanding of, the progress and priorities that each department and region within NS Komatsu has been working to achieve.
2. The conference agreed on five key goals and the framework necessary to achieve them within the 2005 Plan.

The G2005 goal is to be number one in our industry in terms of customer service, safety performance, IT and systems and relationship management.

To achieve this, and to keep each of them balanced in terms of customers, shareholders and staff, will be an exciting challenge. I look forward to reporting further as the G2005 process unfolds.

October and November have been notable for the number of major industries that held national conference and trade exhibition during that time. This allowed us to display several new products and service packages. The largest, and most spectacular of these, was the launch of the WA1200 Wheeled Loader at the AIMEX Mining Exhibition in Sydney.

These events also gave us a great opportunity to catch up with a large number of key customers, to exchange information and also to enjoy some light entertainment and hospitality.

On that note, I would like to thank our customers, suppliers and staff for your support during 1999. I wish everyone a very merry Christmas, a safe festive season and a prosperous year ahead.

Ian Oliveri
Managing Director

**"Down 2 Earth" is an NS
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**The management and staff of NS Komatsu
wish all our customers and their staff a
happy Christmas and a safe and prosperous
New Year.**

Team KOMATSU Show Stoppers

NS Komatsu has clearly demonstrated its commitment to the industry it serves over the past few weeks, commencing with the annual quarry conference at the exceptional Adelaide Convention Centre.

The quarry conference proved to be a very successful and well-organised conference that was appreciated by everyone. The NS Komatsu Jazz Supper Club proved to be a popular gathering place for a nightcap with some great music by "Jazz Garage", a group of young jazz musicians.

More than 200 people enjoyed the casual dinner sponsored by NS Komatsu at the Woolshed, with the greetings from the resident "Ram" a unique photo opportunity for those diners who were game. The very Australian Woolshed was transformed and given some culture with a variety of world cuisine from Germany, Italy, Japanese and of course the good old "Aussie BBQ".

But there was no time to rest after the quarry conference, as it was straight onto the Civil Contractors Federation Annual Conference held at the ANA Hotel, Sydney. The venue and location of the conference proved to be a huge success.

Below: D475A-3 dozer attracts a lot of interest at AIMEX 99.

Bottom: The massive WA1200-3 wheel loader was definitely the show stopper. Just as you walk through the entrance, there it was.



NS Komatsu sponsored the carnival dinner at the world famous and now very exclusive Luna Park. It has been said that the carnival night sponsored by NS Komatsu was the best night of the conference... there's no wonder why, just read on...



More than 420 delegates joined the company for dinner. Starting off at Coney Island where the young at heart came out, but the next day saw some suffering from pains in muscles they didn't know they had!!! Dodgems were also popular and a good way to release that 'road rage'. Dinner was in the main pavilion and was in keeping with the whole carnival theme. Finally, sideshow alley was opened, with the spider ride, ferris wheel, and side show games being a great source of after-dinner entertainment.

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How could you top such a fantastic dinner? We didn't, we just continued the fun. By bringing the 'Komatsu Blue Lady' sailing vessel to the dock to transport those that wished to 'keep on keeping on', to a supper club at the Star City Casino overlooking the brilliance of Sydney's lights.

And finally, it was four big days, more than 10,000 visitors, mountains of hard work and stacks of satisfied customers. That was AIMEX '99, held at Sydney's Homebush Bay at the end of October.

With the massive WA1200-3 wheel loader and the new D475A-3 Super Dozer on show, it was hard to go past the NS Komatsu stand – and the majority didn't. The sheer size of the WA1200-3 was a big draw card, but on top of that, the stand featured a DML blast hole drill, SD110 roller, Berco undercarriage, Hensley and K VX GET, Fleetguard filters and coolants, Reman engine block and pump and a WA250 PT integrated tool carrier (not to mention the very popular fashion parades).

It was quite a line up, and gave customers a good chance to catch up with the latest technology and talk to the experts – at length and at first hand. Colin Chamberlain, NS Komatsu's senior product manager for wheel loaders, estimates that the majority of AIMEX '99 visitors climbed over the WA1200-3. Having talked endlessly for four days about the machine's attributes, Colin was almost hoarse by the close of the event.

The focus for this year's stand at AIMEX '99 was 'the right people, the right products and the right technology', and it certainly proved itself as that.

It was also the moment of truth for the customers who queued for the dozer simulator. In what proved to be a very tough field, competitors operated a virtual dozer along a simulated haul road that they had to tram up the haul road. With the objective of reaching the mine within a certain amount of time it was a tough test, but in the end only one second separated the winner from the rest of the field.

The top gun operator was Duncan McCalum of Stephen Shaw Earthmoving with a winning time of 1.07 minutes. Congratulations Duncan – it was quite a performance.

NS Komatsu's involvement in these trade shows was a commitment to maintain our direct contact with these important events in the calendar of each industry segment.

In the case of AIMEX, NS Komatsu faced a difficult decision, due to the cost of such major exhibitions at a time when the industry is suffering from depressed trading conditions. It was decided to forego the V8 racing program in lieu of supporting AIMEX. This was a difficult decision at the time but we are pleased to say the exhibition was well supported by the mining industry

Komatsu 530M at the entrance to AIMEX '99



Big sales in Queensland

A number of recent machine deliveries in Queensland are helping to cement NS Komatsu's reputation in that state.

In August, a Komatsu PC5500 was delivered to Shell Coal Callide Mine, where it is being used to remove overburden. The backhoe excavator is fitted with a 28-metre overburden bucket and is the first in this configuration in Australia. The machine joins seven Komatsu 630E dump trucks already on site.

Major Account Manager Graham Moohin said the equipment is being supported through the appointment of a resident onsite fleet manager, Martin Luckock.

Golding Contractors have enhanced their Komatsu fleet with the recent addition of a fifth 530M truck and a Komatsu PC3000 excavator. These machines, which were delivered in September, add to their fleet of equipment working at Ensham Mine.

At Ravenswood, west of Townsville, Emeco International has taken delivery of the new model PC1800-6 excavator that will be used to remove overburden in a goldmine. This is the first Komatsu machine purchased by Emeco North Queensland for several years and is the first PC1800-6 in Queensland.

The biggest and the best mechanical drive wheel loader debuts at AIMEX '99

Seen for the first time in Australia at AIMEX '99, the WA1200-3 had everyone looking and talking.

The all-new Komatsu WA1200-3, which has a 1560 horsepower engine and a standard bucket capacity of 22 cubic metres, was designed for greater productivity with reduced cost per tonne, and outstanding reliability and durability.

Colin Chamberlain, senior product manager for wheel loaders at Komatsu national distributor NS Komatsu, said the WA1200-3 uses many of the advanced control systems and ergonomics already proven in the Komatsu product range, as well as many new and advanced technical features.

"The machine has given the mining industry a new and better option. With its mechanical-drive, the WA1200-3 can be operated in all types of ground conditions. The latest-design 60-litre engine offers outstanding performance coupled with high fuel efficiency, low emissions and low noise levels.

"Attenuated in-cabin noise levels are a low 73dB at the operator's ears," Colin said. "In fact, the machine has less noise in the cabin than most of today's cars.

NS Komatsu will offer two versions of the WA1200-3 wheel loader. They are the standard-boom Komatsu WA1200-3 with a dumping clearance of 6.4 metres and an operating weight of 210 tonnes, and the high-lift model with dumping clearance of 7.0 metres and operating weight of 213 tonnes.

Colin Chamberlain said the WA1200-3 employs an innovative design philosophy incorporating automatic tyre slip and traction control, and state-of-the-art VHMS (Vehicle Health Monitoring System), which covers strategic operating, production and maintenance functions.

The VHMS is designed to maximise productivity in all applications, as well as providing a comprehensive diagnostic service and maintenance database, with download capability.

Operator comfort and control include Komatsu's AJSS (advanced joy-stick steering system), which provides outstanding steering feel and control – for maximum productivity and work safety. The operator also has the benefit of outstanding visibility from its unique Hi-Cab design. The Komatsu WA1200-3 has double cast-steel Z-bar loader linkages and an extra-long wheelbase of 7.1 metres.



Key performance statistics include a bucket breakout force of 130 tonnes and a static tipping load of 123.8 tonnes. The machine is fitted with the new generation 65/65-57 (62-ply) tyre, which is the first tyre specifically designed for large wheel loader applications.

The tyre runs at significantly lower pressures than others currently available, and provides outstanding stability, increased traction and increased tyre life. Colin Chamberlain said the Komatsu WA1200-3 wheel loader is the culmination of six years' design and development.

"It offers the world mining industry a 200-tonne class wheel loader with outstanding reliability and durability, and class-leading productivity."

Team
KOMATSU

Take  Five
safety matters

NS Komatsu has been developing a new Safety Awareness Program for all staff and customers. It will be finalised after review by Safety Committees and ready for release early next year.

The message behind the "Take 5" safety program is to 'stop, think, do' in all areas of the work environment. More about the safety program to come....

A grand PASSION



In a distant corner of South Australia, Komatsu machines are being used for a most unusual purpose. A Komatsu PC1600, PC650 and two D475s are being used by landowner Tom Brinkworth to move earth, which in itself isn't unusual, but what is unusual is that Tom is really trying to move water.

Tom is a prominent landholder in the upper south east of South Australia, approximately three hours' drive south east of Adelaide.

With a reputation for never doing things by halves, and believing that 'big is best', choosing Komatsu machines was easy for Tom. They are, after all, the biggest in their class. But having now used the machines for some time, the choice has been vindicated. Everything has performed well and the availability of parts and the ease of service have been excellent.

The Brinkworth family has donated 15,500 hectares of their land to Wetlands and Wildlife, a voluntary organisation that is committed to the conservation, protection and enhancement of the natural environment, including wetlands and flora and fauna.

It is the 15,000 hectares that is Tom's grand passion as he seeks to restore the wetlands to their natural state by building drainage channels. In consultation with the South East Water Conservation and Drainage Board, Tom and his team are working to a plan that encompasses a complex design of channels, bridges, weirs and roadways. Over 60 kilometres of water channels have already been completed.

The system is designed to facilitate drainage and irrigation, primarily diverting water from low-lying pastures into channels that flow to the wetlands. This diversion of ground water assists in the remediation of the land from salt intrusions. Some 12,000 hectares have been restored to wetland, with Wetlands and Wildlife acquiring approximately five hectares of wetlands each day. Channels are being constructed using the two D475 dozers to rip the channels, followed by the PC1600 that digs the main channel, while the PC650 forms the drain batters. The channels vary in size, with some measuring 10 metres deep and six metres wide. Once the batters are formed they are seeded to create pasture for stock.

Successful channels have assisted the return of a prolific bird colony including bandit stilts, Latham's snipe, sandpipers as well as the more common ducks, swans and ibis. Species covered by the Japan-Australia Migratory Bird Agreement visit the wetlands during summer, and the healthy environment also encourages life of other forms such as frogs, fish and turtles.



Over 60 kilometres of water channels have already been completed.

A research associate from the University of South Australia, Janice White, has been visiting the wetlands since 1992 and speaks enthusiastically about the area. Janice says that its most important feature is the combination of land and water birds. Such unusual birds as the

mallee fowl, beautiful firetail, the southern emu wren and the rufous bristlebird have been sighted. The area is the subject of ongoing studies by students and staff from the School of Environmental and Recreation Management in the University of South Australia.

The jewel in the crown for conservationists - Watervalley Wetlands



Wetlands and Wildlife is also seeking listing of the Wetlands as Wetlands of International Importance under the Ramsar Convention heritage listing. This is in keeping with the objectives set by Wetlands and Wildlife, and will not inhibit any current sustainable use of wetlands in the region. The application has been submitted but is dependent on being pursued by politicians.

Providing an ecologically sustainable environment within Watervalley Wetlands is an important cause that will help preserve the natural heritage for the benefit of future generations. The support and generosity of the Brinkworth family together with the volunteers from Wetlands and Wildlife is worthy of recognition.

Malleefowl enjoy the result of Tom's hard work.



Advanced Technic Contest '99

For this year's first and second place-getters, it is difficult to say whether the competition itself, or the trip to Japan was the most rewarding aspect of the ATC.

At the hotly contested finals at Fairfield on 29 and 30 September, Kieran Sheridan of Melbourne was placed first and Karl Heald of Orange second, with Paul Medd of Gippsland third in a field of 12.

The three finalists who represented each region were selected after theory tests that were conducted in the branches. The ATC is a practical contest that is designed to motivate service people to improve troubleshooting, customer relations, safety, parts ordering and reporting skills.

This year, the contest was run using wheel loaders as the subject model. It is the first year machines other than hydraulic excavators have been used, and the change substantially extended the skill base of the contestants.

Two WA470-3 wheel loaders had several faults added. Working against the clock, each contestant had 50 minutes to identify and repair the faults, and to confirm the machine could operate correctly. During the next 10 minutes, the contestants had to complete a standard job report form, which was also assessed as part of the contest.

Reflecting on the finals, Karl Heald said, "You've got to know what you're doing and be able to handle the pressure. It took me four attempts to get there - and I still only got second! Finding the second fault really needed a lot of experience."

Kieran Sheridan agreed. "I competed in 1995 and 1996 and had the experience to draw on, which gave me a lot of confidence. You simply have to let the experience do the work. You build up a lot of product knowledge training for the competition - it really gives us all a good target to aim for.

The results were announced at a function on 30 September at which Kunio Watanabe and Kenichi Takenaka presented trophies to the finalists and Ian Oliveri announced the major awards.

Speaking at the presentation, Roger Millar, director of Parts and Service, said that the event is particularly important for the organization as it enables service people to develop their skills.

Ian Oliveri continued the theme and encouraged even more people to nominate for next year's competition, "Safety is a key factor in our

progress," he said. Ian went on to announce the Team Komatsu Take Five initiative that is being driven by Peter Knight, the general manager of Human Resources.

The descriptions Kieran and Karl use when talking about their trip to Japan accompanied by Ike Murata are peppered with words such as "overwhelming, incredible and impressive". It was obviously a very successful visit, and one that reinforced their appreciation of the quality of their company's products.

Visits to several manufacturing plants left them with absolutely no doubt that Komatsu machines are second to none.

Karl Heald (l) and Kieran Sheridan take in some of the local culture.



Congratulations to all ATC finalists

Peter Burrell	Perth
Karl Heald	Orange
Chris Mani	Newcastle
Nigel Martin	Gladstone
Paul Medd	Gippsland
Sean Moroney	Kalgoorlie
Michael Nelson	Cairns
Aaron Read	Perth
Kieran Sheridan	Melbourne
Gavin Stewart	Fairfield
Mark Stone	Brisbane
Craig Wright	Launceston

Assistance provided by:

Machine operators	Ike Murata Dave Bullock
Machine fault planning	Chris Daly Ned Yuksel Brennan Garbutt
Machine preparation	Nathan Finch Ben Yarwood
Computer analysis program	Amber Rickard
Prizes and contest facilities	Bob Taylor
Technical coordination	Ned Yuksel Brennan Garbutt
Event management	Barry Potter

What our customers say

Mini does a maxi job

David Sedger of **Sedger Plumbing** in Kenthurst, New South Wales, recently took delivery of a new PC12R-8 excavator. This excavator is a support machine, rather than the core part of David's business, which is subcontract plumbing installation work for building companies, in Sydney's northwestern suburbs.

David explained that although most plumbers hire excavators he prefers the flexibility and better job control that comes through owning his own machine.

A further benefit is that he can often help to make the builder's job easier by using his machine, rather than them having to hire in another machine. "Developing a close relationship with one or two builders and staying with them is the way to go these days" David told NS Komatsu representative Matthew Watton.

David previously owned a used PC05 excavator, an ex-hire company machine, and his good experience gave him confidence in the Komatsu

brand name. He told D2E that he had hired other brand machines in the past, which "weren't half the machine that the Komatsu is", so the choice of the new PC12R-8 was made based very much on product confidence.

NS Komatsu sales representative, Matt Watton (l) with David Sedger of Sedger Plumbing and his new Komatsu PC12R-8.



Lower operating costs the clincher

Nicholas Ng, managing director of **Natcon Pty Limited**, of Mona Vale on Sydney's northern beaches, runs a busy company which carries out civil engineering construction, project management and residential and industrial development projects.

Established 15 years ago, Natcon now has approximately 40 items of earthmoving equipment, including five hydraulic excavators. Nicholas is a qualified engineer and is very much a "hands-on" person. He knows how to operate all his equipment and relies on personal experience to decide when to replace a machine, usually reasonably quickly at about 4,000 hours. "This gives me the best resale price", he said, "and because my machines are always well-operated and serviced, many people want to buy them."

Natcon has a variety of brands in its fleet, and has operated Hitachi, Cat and Hyundai, as well as Komatsu. Nicholas said that although the Korean brands are initially cheaper, experience has shown that this initial saving comes with a "fair amount of risk". He considers Komatsu the best in technology, with Hitachi being about equal, but the better support and NS Komatsu's better quality assurance give it the lead.

A recently delivered PC300-6 excavator will be

fitted with a pulveriser, and will also use other attachments, fitted via a quick-hitch. Nicholas said that other companies would probably use a 20-tonne machine, but he decided on the 30-tonner, because the larger machine size has a bigger margin of power, for better performance and long-term reliability.

The PC300-6 is the first 30-tonner Nicholas has bought from NS Komatsu, and he decided on the Komatsu because its operating costs are less than the competition. "The machine is more fuel efficient. Moreover, I have been satisfied that NS Komatsu's service charges are very competitive. The company also provides a better and more reliable response on machine services", he concluded.

NS Komatsu sales representative Mark Salmon (l) with Natcon Pty Limited MD Nicholas Ng



Safety & People

NS Komatsu's new human resources GM looks to the future

With just a few month's experience in the company, NS Komatsu's new general manager human resources, Peter Knight, has set the course for his position. Speaking to *D2E*, he identified his two key areas of focus as the development of people and improved occupational health and safety standards.

Peter is the first incumbent in this role, and his appointment signifies the importance NS Komatsu attaches to its people. With more than 25 years' experience in human resource management, Peter brings with him a level of expertise that has been forged in such high profile organizations as the Shell Company of Australia, the Australian Submarine Corporation, Ampol, Utah Development Company and Curragh Queensland Mining

Looking to the future with NS Komatsu, he said that while it was "still early days for specifics" his priorities were the development of people, for which a more planned and coordinated approach was necessary, and safety, where it is essential to achieve a common approach, and to support all regions.

"What I really want to do is to turn the "Our people are our power" philosophy into a competitive reality for our company and our employees. We want to build on our existing strengths and loyalty and be able to attract and retain the best people. To do this we need to provide good reasons why employees should be aligned with company goals and want to stay at NS Komatsu.

Peter continued, "In terms of training, my first goal is our product support people and we are already conducting a series of courses in each state this year. For safety, the first goal is to launch a safety awareness program, and a company wide safety management plan following on from the recent OH & S handbook.

Peter concedes that improving OH & S standards within NS Komatsu is critical, "The company needs to be a leader in this area. Everyone needs to be much more aware and to take responsibility for their own safety. Every employee has the right to leave their job in the same condition they arrived – it is as simple as that. We can all do with some help in this area and that is why we are developing a Safety Awareness Program."



Building business in used parts.

Business is beginning to build for one of NS Komatsu's latest ventures: the Used Parts division; established with the objectives of satisfying a niche market and reducing the effect of alternate sources.

George Thring is managing the Used Parts division, having been appointed earlier this year. The branch opened at Muswellbrook in the Hunter Valley of New South Wales in June. It now has over 6,000 line items of slow moving inventory with a value of more than \$1.5 million. Several machines are also about to be disassembled, including an HD325-5, PC300-5, WA420-1, PC60-6, D65A-6 (direct drive) and an Ingersoll-Rand DMH-E.

On 1 November NS Komatsu's Used Parts division also took over the used parts operation in Perth and Wayne Dawkins was appointed as Used Parts

manager. Since then the branch has taken over more than 7,750 line items of slow moving stock worth \$5.78 million, in addition to the many items of used parts available for the larger mining machine range.

Both branches will continue to build up stocks and will undoubtedly provide a valuable service to customers.

Customers are asked to telephone first to discuss their requirements.

George Thring can be contacted on (02) 6542 9777 or mobile 0417 093 559.

Wayne Dawkins can be contacted on (08) 9351 0523 or mobile 0419 994 219.

Speaking of sponsorships

A chip of the old brock

In an amazing performance, James Brock has won his first open car race - with a little help from sponsors NS Komatsu and Champion Mining.

Competing at the Bob Jane T-Mart Bathurst 300, James proved to a worthy successor to his father Peter Brock by leading the field for the first half of race, stopping for fuel and losing the lead, and then regaining the lead to finish first.

In a race that was dogged by bad weather, James put in a faultless performance in his V8 Commodore.

Peter Champion of Champion Mining, a major Brock sponsor, put a proposal to Graham Moohin of NS Komatsu North Queensland for some additional support. It proved a good investment, providing strong exposure for all sponsors.

It is, of course, just the beginning for James. He has just taken delivery of a new Commodore shell that will be built up for racing in 2000. Stand by for some more exciting results!



Peter Champion (l) with James Brock at Bathurst

Pat Farmer makes it home

After thousands of kilometres, the final push of Pat Farmer's historic ultra-marathon came when he arrived at Centennial Park, where the Commonwealth of Australia was born in 1901, on December 12.

It was an amazing undertaking - an average of 70 to 80 kilometres per day for approximately 200 days - that took Pat right around the mainland and Tasmania.



Pat's new world record run started just days after he visited NS Komatsu at Fairfield in recognition of the company's sponsorship.

The Run Around Australia for the Centenary of Federation was one of endurance, inspiration, patriotism and real life adventure. It was not just the physical and mental demands of running the equivalent of four marathons every day, it was also the effort that Pat put into his promotional activities.

On average, he gave up to 20 interviews a day to radio, TV and print media throughout Australia, many of which were given while he was running. On top of that Pat attended organized functions in towns on most afternoons and evenings. It all added up to a relentless schedule, but Pat's epic run will prove to be one of the high points of Australia's centenary of Federation.

It's been a great effort with which NS Komatsu has been proud to be associated.

While Hensley is a leading supplier of Ground Engaging Tools (G.E.T.) throughout America and many parts of the world, it has been manufactured right here in Australia for over 30 years.

Now this high quality Ground Engaging Tool is available through NS Komatsu which has over 25 branches throughout Australia. So you're sure to get the parts and support you want, when you want it. Talk to the Product Support people from NS Komatsu, you'll find out that Hensley isn't your average GET. In fact, it is a high quality product which offers a full range of innovative and cost saving solutions for all makes and models.

Australia's best kept secret is about to become Australia's best known G.E.T.

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Gippsland (03) 5173 2900
Wodonga (02) 6056 5088

South Australia

Adelaide (08) 8262 4116

Queensland

Brisbane (07) 3246 6222
Mackay (07) 4940 3100
Townsville (07) 4775 3433
Gladstone (07) 4972 6594
Cairns (07) 4035 1788
Mt Isa (07) 4743 8836

Tasmania

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Launceston (03) 6326 7422

Northern Territory

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Western Australia

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Kalgoorlie (08) 8091 3155
Port Hedland (08) 9140 2682
Bunbury (08) 9725 7100



Our People Are Our Power

