



AGFMA • FACT SHEET

Soft Facilities Management and Building Maintenance works provided under the AGFMA

Audience

Participating Agencies AGFMA FMSP Contractors

Purpose

This Fact Sheet provides information regarding Soft Facilities Management (FM) and building maintenance works under the Across Government Facilities Management Arrangements (AGFMA) in South Australia.

Are Soft FM activities out of scope of the AGFMA?

Yes. The AGFMA primarily focuses on the safe operation of plant, buildings, and infrastructure and optimising the useful life of these Assets.

Soft FM Services in the AGFMA context generally aren't integrated into the building, but instead are directly associated with choices for employees, users or occupants who interact with buildings and sites. Put simply, they're occupant specific service levels for the workplace relative to comfort, amenity or security.

Soft FM Services are not delivered under the AGFMA and Participating Agencies are required to engage these services via an alternative arrangement.

Are Building Maintenance Services in scope for the AGFMA?

Yes. Building Maintenance Services are those services which are performed on physical structures that are mechanically integrated to, or affect, the safe operation or optimum useful life of plant, buildings or infrastructure (Core Assets or Agency Nominated Assets), or services arising from such works.

Building Maintenance services, depending on the exact type of work will be either engaged by the AGFMA provider Ventia, or directly by the Participating Agency.

What is considered Soft FM and what is considered Building Maintenance Services?

The AGFMA has considered a range of factors when defining these types of services, as detailed in **Table 1**.



AGFMA • FACT SHEET

Table 1

Category	Commentary	Arranged by Ventia	Arranged by Participating Agency
Core Asset - Building Maintenance Services	<p>These are services which are performed on physical structures that are mechanically integrated to, or affect, the safe operation or optimum useful life of plant, building or site (sub-structure, superstructure, or fabric) or site infrastructure (Core Assets).</p> <p>These services must be requested/directed via Ventia as the AGFMA FMSP.</p>	✓	✗
Agency Nominated Asset – Building Maintenance Services	<p>These are services which are performed on physical structures that are mechanically integrated to, or affect, the safe operation or optimum useful life of non-Core plant, building or site (sub-structure, superstructure, or fabric) or site infrastructure (Agency Nominated Assets).</p> <p>These services are generally performed on an ad-hoc basis, as requested/required by a Participating Agency. These services also include specialised ad-hoc services.</p> <p>Participating Agencies may nominate these services for completion by Ventia as the AGFMA FMSP through the Annual Service Delivery Planning process, or alternatively the Participating Agency may arrange these works outside of the AGFMA.</p>	✓	✓
Soft FM Amenity Services	<p>These are services which relate to occupant experience or use to make an environment more pleasant or secure.</p> <p>These services may be performed on physical structures but are not mechanically integrated to, or affect, the safe operation of plant, buildings or infrastructure.</p> <p>These services are Out of Scope and Participating Agencies must arrange these works outside of the AGFMA.</p>	✗	✓

Appendix 1 provides further examples (these are examples only and should not be considered a definitive list) of Soft FM and Building Maintenance work types.

Appendix 2 provides a number of scenarios where Soft FM skillsets may be required to assist with other AGFMA tasks. Whilst these are likely not common occurrences they may occur.



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AGFMA • FACT SHEET

Soft FM Amenity services

Soft FM Amenity services are Out of Scope for the AGFMA, and agencies should apply a procurement process to directly engage these services going forward in line with your Agency's Procurement Policies.

For More Information

Contact the AGFMA Team - DIT.AGFMASC@sa.gov.au



AGFMA • FACT SHEET

Appendix 1

Note 1: this is not an exhaustive list and these examples may not apply in all instances.

Note 2: Ventia and the Participating Agency will work closely together in the engagement of any Building Maintenance service providers.

Service Description	Core Asset BM	Agency Nominated BM	Soft FM Amenity
CLEANING/HYGIENE			
Window Cleaning (over 2m high, requiring use of plant, equipment or specialised access points)		X	
Mould Removal		X	
Pathological or Covid Clean (deep clean)		X	
General Window Cleaning (under 2m high not requiring use of plant, equipment or access points)			X
Graffiti Removal		X	
Nappy / Sanitary / Sharps Bins (provision and emptying of bins)			X
General Cleaning (e.g. indoor/outdoor surfaces, carpet clean, provision of cleaning consumables)			X
WASTE REMOVAL			
Asbestos Removal	X		
Removal of Liquid Waste controlled by EPA regulation and/or regulatory bodies/permits (e.g. grease arrestors)	X		
Removal of Liquid Waste not controlled by EPA regulation and/or regulatory bodies/permits (e.g. septic tank)		X	
Removal of Project (maintenance / minor works projects) Related Waste		X	
Supply and Cleaning of Bins			X
Removal of Waste and Rubbish (e.g. general waste, hard rubbish, medical waste, confidential waste)			X
GROUNDS MAINTENANCE			
Repair or Modification to Complex Irrigation Systems (large, electronic systems)	X		
Repairs to Core Site Infrastructure (carparks, paving, fences)	X		
Minor Repair of Site Infrastructure (e.g. pot-holes, fence, shade cloth)		X	
Installation & Repairs to non-Core Site Infrastructure (e.g. playground equipment and soft fall, water pond / fountain, sandpit and sand replacement)		X	



AGFMA • FACT SHEET

Repair or Modification to Simple Irrigation Systems		X	
Gardening (lawn mowing, weeding)			X
PEST CONTROL			
Termite Prevention Program (building and site infrastructure)	X		
Installation of Animal Prevention Devices to Infrastructure (e.g. bird spikes & netting, snake mesh)	X		
Rodent Control Program or Ad hoc Treatment		X	
Insect Control Program or Ad hoc Treatment			X
Removal or Relocation of Animals (e.g. reptiles, birds, possums or beehives)			X
TREE LOPPING/ARBORIST			
Removal of Large Trees Damaging or Impeding Use of Buildings or Surrounding Infrastructure (e.g. pavement, power lines)	X		
Tree Inspection/Audit (potentially unsafe)		X	
Bushfire Prevention (inspection and remediation)		X	
General Vegetation Management (e.g. trimming of shrubs / low hanging branches, stump removal)			X
GENERAL LABOUR/HANDY PERSON			
Installation or Repairs to Building Fabric or Critical Systems (e.g. carpet, tiles, pipes or cabling)	X		
Installation and Repairs to Fixtures (e.g. curtains, roller doors and blinds)	X		
Installation of Simple Fixtures (e.g. picture, hooks, pin / whiteboards)		X	
Minor Repairs to Building/System (e.g. patch holes/cracks, roller door, fly screens, leaking taps, blocked drain)		X	
Gutter and Roof Cleans		X	
Purchasing, Delivery or Relocation and Assembly of Items (e.g. furniture)			X
Minor Cosmetic Repairs (e.g. paint touch ups)			X
SECURITY			
Installation and Repair of Security Systems (e.g. CCTV or swipe card access)	X		
Security Patrols or Security Attendance			X



AGFMA • FACT SHEET

Appendix 2

The below examples aim to describe where Ventia may utilise the services of Soft FM Service providers as part of other AGFMA activities.

Category	Examples
Cleaning providers	Ventia has attended to a work request where due to a flood, damage has occurred to carpets and flooring. Ventia arranges for the cause of the flood to be rectified through the services of the plumber and then engages with a preferred cleaning provider to clean the carpets and floors to restore the location back to pre-incident stage.
Waste Removal providers	Ventia have completed maintenance works that has resulted in significant building waste. A preferred waste removal provider is engaged during or at completion of the works to remove the waste and restore the location back to the pre-works stage.
Grounds and Gardening providers	Ventia has attended to a work request to unblock a storm water drain running under a landscaped area. This has required the area to be excavated to enable the work to be done to repair the storm water drain. A preferred grounds and gardening provider is engaged at completion of the works to restore the landscaping of the area impacted back to the pre-works stage.
Pest Control providers	Ventia has attended to a work request to investigate a power failure at a site. Investigation has identified that wiring has been eaten through due to a rat infestation. A preferred pest control provider is engaged to remove the infestation to enable the electrician to repair the wiring and restore power back to pre-incident stage.
Security Providers (non-guard/patrol)	Ventia has attended to a work request where damage has occurred to a building that has security implications (e.g. vandalised door). Ventia arranges for a preferred security provider to attend and make safe security of the area until works can be conducted to restore the location back to pre-incident stage.