



AGFMA • FACT SHEET

AGFMA Governance Framework

Audience

- Participating Agencies
- AGFMA FMSP
- Contractors

Purpose

This Fact Sheet provides information regarding the Governance Framework, governing principles and practices through formal meeting structures that underpin the Across Government Facilities Management Arrangements (AGFMA).

The AGFMA

The AGFMA is a Cabinet-approved framework providing facilities management services to government agencies across the South Australian public sector.

Governance Scope and Principles

Clearly defining AGFMA, Participating Agency and Facilities Management Service Provider (FMSP) relationships and requirements for meeting the governance framework and alignment to contractual obligations is critical to the ongoing success of the AGFMA.

The AGFMA have drawn on the Australian National Audit Office Public Sector Governance better practice guide to implement a Governance framework that is supported by best practice principles as tabled below.

Accountability

- Being answerable for decisions and having meaningful mechanisms in place to ensure the agency adheres to all applicable standards

Transparency/Openness

- Having clear roles and responsibilities and clear procedures for making decisions and exercising power

Integrity

- Acting impartially, ethically and in the interests of the agency, and not misusing information acquired through a position of trust

Stewardship

- Using every opportunity to enhance the value of the public assets and institutions that have been entrusted to care

Efficiency

- Ensuring the best use of resources to further the aims of the organisation, with a commitment to evidence-based strategies for improvement

Leadership

- Achieving an agency-wide commitment to good governance through leadership from the top



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These principles are recognised through clear responsibilities, practices, policies and procedures, exercised through the AGFMA to:

- provide strategic direction;
- ensure objectives are achieved; and
- manage risks and use resources responsibly and with accountability.

The governance framework has been established to promote confidence and assurance to Participating Agencies and all key stakeholders through a structured, transparent and informed approach to the management of risk, the realisation of objectives and the approach to decision-making.

It is important that strong governance principles are applied to the AGFMA and that all parties acknowledge responsibilities to ensure:

- the use of government resources are appropriately planned;
- that facility management services are efficiently and effectively coordinated across the Participating Agencies and regions;
- transparency of decision-making, with clear accountability for outcomes;
- services are safely delivered to a high standard;
- the performance of the service provider is monitored, and value for money is achieved; and
- the government can hold service providers accountable for service delivery.

Escalation Process

The forum for Participating Agencies to escalate an issue or concern with the FMSP is via Participating Agency Meetings in the first instance. These should be undertaken as required with issues and actions recorded. If an acceptable resolution is not achieved, then Participating Agencies should raise their concern with the AGFMA Directorate.

Table 1

Table 1 below details the Governance Arrangements for the AGFMA.

All meetings tabled below will follow a formal standardised process with a uniform approach adopted to outline a specific agenda, to capture meeting minutes and actions. A standardised template will draw on best practice governance principles and provision a documented approach which will be shared with all parties. All issues and or matters of significance raised by the Agencies should be managed by the FMSP. The FMSP should engage controls that manage existing and or emerging risks and issues as they arise.

Any and all issues should be captured in the minutes as the official record, noting that the Department for Infrastructure and Transport (DIT) should receive these via the DIT.AGFMA@sa.gov.au mailbox to allow across government oversight.

These meetings are established as formal requirements of the AGFMA.

For More Information

Contact the AGFMA Directorate – DIT.AGFMA@sa.gov.au



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OVERARCHING AGFMA GOVERNANCE FORMAL MEETING STRUCTURE

Formal Intent	Forum/Group	Delivery ¹	Frequency	Formal meeting Participants	Focus
Strategic	AGFMA Strategic Forum (ASF)	1:M	6 Monthly	Lead: DIT FMSP: Executive General Manager General Manager Contract Director Participating Agency: Abridged Executive Agency representation as required	Manages the ongoing relationship between all parties, the alignment of the FMSP and the Agreement to DIT and Participating Agencies. It replaces the Monthly Services Delivery Forum every 6 months. The forum will address & review the previous period/year including: <ul style="list-style-type: none"> key achievements & safety record stakeholder feedback/satisfaction assessments and state of working relationships mitigation strategies for significant & emerging risks/issues Business Continuity Planning (BCP) & results of BCP testing any emerging significant industrial relations issues any exceptions to Maintenance Works Programs impacting Services or Asset Management failures report on performance against the FMSP Plans identify opportunities for improvement in accordance with the Service Improvement Strategy impact of Agency strategic plans/future services on Assets develop objectives for the forthcoming period.
Strategic	Facilities Management Governance Group (FMGG)	1:M	Quarterly	Lead: DIT FMSP: Contract Director and Senior representation Participating Agency: Senior representation (agreed abridged representation)	Provides oversight of the: <ul style="list-style-type: none"> financial and technical performance of the FMSP Work Health and Safety strategy, performance and issues relating to the delivery of the services and in accordance with the AGFMA WHS Framework manage MOAA discuss from a whole of government perspective Strategic delivery objectives and outcomes of the AGFMA.
Operational	Monthly Service Delivery Forum	1:1	Monthly	Lead: DIT FMSP: General Manager Contract Director Operations Manager Asset Manager	Manages ongoing delivery of the Services, including: <ul style="list-style-type: none"> service management activities performance benchmarking and assessment (including safety) asset management including lifecycle and tracking against the Annual Service Delivery Plan reporting customer feedback and satisfaction assessments. The Monthly Services Delivery Forum will take place by the end of the third week of each month, other than the month of the ASF.
Operational	Participating Agency Focus Group Forum (PAFGF)	1:1	Quarterly	Lead: FMSP General Manager Contract Director Operations Manager Stakeholder Relationships Manager Participating Agency: Senior/Executive Management Participating Agency Representatives DIT AGFMA representation as required (requested by either party)	Manages the ongoing relationship between the FMSP and the Participating Agency including: <ul style="list-style-type: none"> review of previous period business and strategy issues service delivery and maintenance performance management / asset management satisfaction of the Participating Agency with the delivered services provide opportunity for Participating Agencies to meet and discuss critical issues with the FMSP including those raised in any ad-hoc meetings identify opportunities for improvement in accordance with the Service Improvement Strategy impact of Agency strategic plans/future services develop objectives for the forthcoming period. Any actions and issues need to be formally captured by the FMSP and shared with attendees via email with the inclusion of DIT.AGFMA@sa.gov.au . In addition issues and actions will need to be included to ensure tracking, oversight and monitoring. Any matters of significance will be captured on a master list by the FMSP. Note; Quarterly meetings are a minimum requirement, with the ability to increase frequency if the need to is identified.
Operational	Participating Agency – As Required Ad-hoc meeting	1:1	As agreed between parties	Lead: Participating Agency FMSP: Operations Manager Service Delivery Lead DIT AGFMA representation as required (requested by either party)	Manages specific issues/concerns such as root cause analysis reviews, project status meetings, operational meetings and informal discussions which require additional discussion or resolution between FMSP and Participating Agency. These should occur as required. Any actions and issues need to be formally captured by the FMSP (see Appendix A for FMSP Meeting Minutes template) and shared with attendees via email with the inclusion of DIT.AGFMA@sa.gov.au . In addition issues and actions will need to be included by the FMSP to ensure tracking, oversight and monitoring. Any matters of significance will be captured by DIT on a master list.

¹ 1:1 notes that there are equal number of parties in attendance (e.g.; 1 FMSP and 1 Participating Agency at a meeting). 1:M means some of the parties will have multiple representation, (e.g.; 1 FMSP but multiple Participating Agencies).



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Appendix A - Example of Ad-hoc Meeting Minutes Template

SAMPLE

Agency Name

AD HOC OR OPERATIONAL MEETING MINUTES

Meeting Location:	MS Teams or <i>face to face</i>	Meeting Date:	Time:
Attendees:	<i>Participating Agency Representatives</i>	<i>Ventia Service Representative Example SDL Example Ventia Operations Manager.</i>	
Apologies:			

Acknowledgement of Country: I would like to begin by acknowledging the Traditional Owners of the land on which we meet today and pay my respects to Elders past, present and emerging.

Item #	
1.	Welcome and Apologies
2.	Breakdown Maintenance (<i>Example; agency representatives will raise any hot topics related to BD including BD delays, costs, or non-attendance by Contractors</i>).
3.	Preventative Maintenance (<i>Example; agency representatives will raise any hot topics associated to the delivery of PM including, delays, excessive costs, invoice review, this will provide Ventia an opportunity to table any risks identified during the PM</i>).
4.	Minor Works Projects. Under 150k (<i>Example, discussion on scope development, target dates, tender call, and close dates, awarded, contractors' performance, safety issues, updating plans, SC expenditure, financial approvals, politically sensitive projects, and overall review of the agencies projects to provide an overall status</i>).
5.	Major Projects ≥ \$150K (<i>Example, discussion on scope development, target dates, tender call, and close dates, awarded, contractors' performance, safety issues, updating plans, SC expenditure, financial approvals, politically sensitive projects, and overall review of the agencies projects to provide an overall status</i>)
6.	Any Other Business
7.	Date of Next Meeting:



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Action List

Action No	Meeting Date	Meeting Item Number	Action	Due Date	Responsibility	Status
1						
2						
3						
4						

KEY: **LIGHT BLUE** Ventia Action **DARK BLUE** Agency Action **BOLD TEXT** Latest Update