

AGFMA Newsletter

March 2020 – issue 19



Welcome Note

COVID-19 is an immediate topic for Facilities Manager's. Read on about AGFMA Business Continuity Planning with the FM Service Providers and some frequently asked questions received from Agencies. As the pandemic progresses and Business Continuity Plans implemented, further updates will be provided.

Over the past months AGFMA has been focusing on improvements in Strategic Asset Management. This edition reports on some of key improvement projects being:

- Condition Reporting pilot (see page 3)
- Asset Information Standards (see page 3)
- WMS/SAMIS Interface with Spotless (see page 7)
- Asset Risk assessment (refer December Newsletter)

AGFMA has been focusing on Contract Leakage. Read more on Contract Leakage risks and the new process for Contract Leakage reporting.

The last of the Risk and Compliance Courses have been rolled out. Thank you to all those who attended, participated and shared information with their peers from a variety of Agencies. Participant feedback has been great, specifically that the courses have provided a clear understanding of AGFMA and the roles and responsibilities for safety under the FM arrangements. For those who missed out on the face to face training, an on-line training module is being developed to be released late 2020.

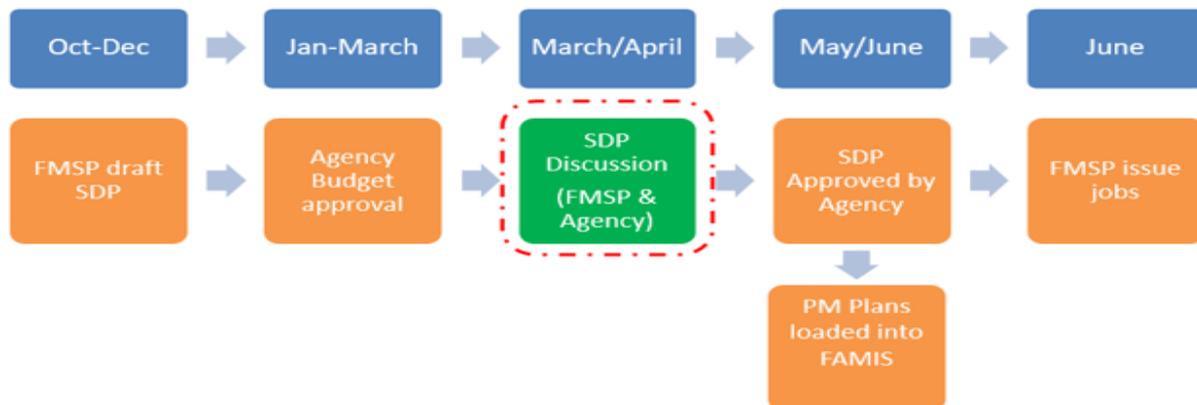
Rebecca Hoskin, Manager, AGFMA

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Contract Management & Agency Advocacy

Service Delivery Planning (SDP) Annual Process



It's that time again when FM Service Provider's review and develop Service Delivery Plans and Budgets (SDP&B) for each Designated Location for all Agencies.

The Service Delivery Planning is a key part of the FM Services, specifically as it is the opportunity for Agencies to review the Preventative Maintenance for the 2020-21 financial year.

Following is a summary of key milestones which happen during the SDP&B process:

January 2020: TDS's collated and distributed; Agency spend report produced, collated, and sent to Agencies for comment; CommRec updated;

February 2020: Agencies review and update global budget data and return them to the AGFMA unit; global budget data is collated and provided to FM(s);

March 2020: FM Service Provider's develop SDP&B for each agency;

March/April 2020: Agencies review, discuss/reject SDP&B. FMs will correct and re-issue until Agency approves;

May 2020: Finalised budgets sent to DPTI Finance to calculate AGFMA Management Fees;

End May 2020: PM jobs loaded into FAMIS for 2020/21 FY

Transmittal process

Spotless managed sites service delivery plans and budget estimates will be transmitted by via Teambinder.

Facilities Services managed sites service delivery plans and budget estimates will be via the Facilities Services Client Portal.



Contract Management & Agency Advocacy

Contract Leakage

Agencies are obliged to procure works and services under the AGFMA, per the 2014 Cabinet mandate and in accordance with the requirements of the Agency Work Procedure Manual. 'Contract Leakage' occurs when Agencies do not adhere to the Cabinet mandate and instead engage services outside of the AGFMA.

WHY DOES 'CONTRACT LEAKAGE' OCCUR?

Anecdotally, the AGFMA Directorate are aware of the following reasons as to why Agencies engage service providers outside of the AGFMA.

1. Lack of knowledge of Cabinet mandate and SA Facilities Management Arrangements. This is often due to changeover of Agency staff, lack of awareness of Agency procurement and financial delegations or where Agency staff are not familiar with the Agency Work Procedure Manual.
2. Perceived confidence in service provider to deliver on time and on budget.
3. Perceived saving of management fee.
4. Perceived impact on timeliness of delivery, especially for works and services raised at the end of the budget cycle.
5. Internal agency control of projects via involvement of agency procurement, project management, finance etc. These internal administration costs are rarely included in the project budget as fees.
6. Site's "own" funding outside regular agency funding model(s) (e.g. HAC, school fund-raising, grants, etc.).
7. Ministerial or executive direction, usually with some urgency.

The risks of contract leakage such as Work Health and Safety, lack of proper specification and related contract, lack of project management, asset data management, increased costs, effective management and responsibility for licences and appropriate clearances of subcontractors, transpire of assets to the FM Service Providers and fraud and corruption is explored further in the Guide Note - Contract Leakage ([Link to AGFMA Webpage](#)). In addition, as the contract is volume based, less work put through the arrangements erodes the opportunities for lower fees.

AGFMA will be providing contract leakage reports to Agency Chief Executives.



Works & Project Pre-planning & Cost Estimation – New Guide Note

Under the Arrangements the Facilities Management Service Provider's (FMSP) are not obliged to provide quotes without a job initiation request (job order) being raised in FAMIS. There are several reasons for this: it allows for clear documented requests for works, identify what competitive process should be followed, enables tracking in the system, ensure a timely response and reduce enquiries that result in wasted effort by the FMSP.

Preliminary cost advice may be required from the FMSP. AGFMA recommend that when planning for Minor Works / Small Construction Works or Replacement/Refurbishment the **Guide Note - Works and Project pre-planning & cost estimation - Unplanned or Planned Minor Works and Replacement Refurbishment or Small Construction Works** ([Link](#)) is used.

COVID-19 – Business Continuity Planning

AGFMA has received a number of enquiries from Agencies regarding Business Continuity Planning for COVID-19.

DPTI is following the advice of SA Health as the lead Agency and the Office of the Commissioner for Public Sector Employment on preparation for the virus.

As part of preparedness discussions, AGFMA is liaising with the FM Service Providers using the following principles:

- The health, safety and welfare of employees and other persons (including contractors);
- Maintaining critical Government services;
- Maintaining 'business as usual' for as long as circumstances permit;
- Planning a 'phased' approach to implementing alternative operating arrangements in the event of an increasing number of employees being absent or subcontractors not being available;
- Understanding interdependencies on systems and personnel both internal, across Government and the broader supply chain; and
- Updating existing business continuity plans.

The National Coronavirus Health Information Line is available 24/7 on 1800 020 080. For more information visit www.health.gov.au

Below is a summary of frequently asked questions:

Question: Is AGFMA co-ordinating increased cleaning?

Answer: For those Agencies who require additional cleaning as result of your risk assessment, requests should be referred to your FM Service Provider.

Question: Is DPTI or AGFMA going to instruct sub-contractors on using protective clothing?

Answer: It is the responsibility of the employer to determine the appropriate protective equipment for employees, based on the risks of the work being undertaken. Contractors must also complying with agency specified requirements.

Question: Will there be an impact for supply chain for building components and materials?

Answer: The FM Service Providers are monitoring this, at this stage there has been no evidence of this. Agencies will be communicated with if this is an issue.

Work Health and Safety

The importance of a No-Blame Culture for Safety & Risk Assessment

Playing the Blame Game



The recent risk and compliance management courses have highlighted the importance of working collaboratively to continuously review and improve safety across all government work sites.

An interesting article recently published by Assetivity looks at the negative effect of 'blame' on building a good safety culture. The article describes the approach to investigating the root cause of an incident to identify ways to reduce the risk of future events occurring.

The full article is available

at: <https://www.assetivity.com.au/article/reliability-improvement/the-importance-of-a-no-blame-culture-for-safety-and-reliability-improvement.html>.

Safework SA - Cool Room, Freezer & Controlled Environment Room Safety Inspections

Safework SA commenced a 3 year rolling safety inspection program of these rooms for SA Government sites under the AGFMA arrangements.

Safework SA is also including Cooling Towers and Plant Rooms in the inspections.

For the **installation and maintenance requirements** refer to page 5 of this publication.

For the 'Cool Room, Freezer & Controlled Environment Room Installation and Maintenance Checklist and Example Sheets' document or more information contact Senior Asset Engineer: nicky.will@sa.gov.au



Technical Advice

Cool Room / Freezer Room Legislative Requirements - Light Switch vs Light Sensor

Question: Is it possible to have the light controlled by a sensor rather than a switch?

Yes, it's an interesting question whether a sensor is an acceptable alternative to a light switch. See the Technical Note for more information ([Link](#)).

Preventative Maintenance

Preventative Maintenance – Update on key Legislation, Standards and TDSs

A new SA Planning and Development (and Infrastructure) system is being implemented. See the Technical Note for more information ([Link](#)).

New and amended **Australian Standards** include:

- AS60839.11.2 Alarm and electronic security systems (application guidelines) (Dec. 2019).
- AS5139 *Safety of battery systems for use with power conversion equipment* (Oct. 2019).
- AS5330 *Drying cabinets for reusable medical devices* (Dec. 2019).
- AS2773 Ultrasonic cleaners for health service organisations (Dec. 2019).
- AS4285 *Roof lights* (May 2019).
- AS3000 The "Wiring Rules" (Jan. 2020).
- AS2845.3 *Backflow prevention devices – Field testing & maintenance of devices* (Feb. 2020).

New and substantially updated **Technical Data Sheets** (TDSs) include:

- [B81 BALUSTRADE SYSTEM](#),
- [ME224 CO2 Detection and Alarm System](#),
- [ME75 Carbon Monoxide Detection and Evacuation System](#),
- [ME76 Gas Detectors - Flammable Gases & Oxygen](#),
- [ME76A Oxygen Sensor Calibration](#),
- [B03D Bird Control](#), [ME105 Reverse Osmosis Unit](#),
- [ET31 Access Control System](#),
- [ET45 Combined Security, Fire, Duress and Access Control](#),
- [ET71 Access Control System \(SALTO\)](#),
- [EQ208 Heat Sealer](#),
- [PL60W Warm Water Ablution Systems](#),
- [EQ217A Pneumatic Tube Document Transport System \(Lamson\)](#),
- [LF25 Webbing slings - flat synthetic type](#).

For information contact Senior Asset Engineer: nicky.will@sa.gov.au.

Strategic Asset Management

SAMIS Asset Data Standard

[The Strategic Asset Management Framework \(SAMF\) - a guide for managing South Australian government buildings](#), describes Asset Information Standards as:

"..the specification of a consistent structure and format for collecting and storing asset information and for reporting on the quality and accuracy of asset information".

[SAMIS Asset Data Standard](#) has been developed to fulfil the requirement for Asset Information Standards and provides all SAMIS stakeholders with a better understanding of the fundamental principles behind SAMIS data - why data is gathered and managed in the way that it is.

The publication of SAMIS Asset Data Standard followed consultation with AGFMA key stakeholders including: Facilities Management Service Providers (DPTI - Facilities Services and Spotless), SAMIS User Group, external SAMIS Contractors and members of the AGFMA Directorate.

This document replaces the 'Scope of Works for a SAMIS Contractor' and is supported by the updated 2020 version of the 'Drawing Specification SAMIS Site and Building Plans'. The key audience of the document are SAMIS Contractors, FM Service Providers and Agency SAMIS Data Managers. If you want to understand more check it out.

Condition Reports – Pilot Review Group

The FMGG approved the creation of a short-term Working Group to focus on an across government Condition Report format/content (minimum benchmark standard), with Spotless being the FM Service Provider for the pilot.

The Agencies nominated to participate are SA Health, Department for Education, SAPOL, Department of Human Services and Department of Correctional Services and the first meeting is being convened in March.

Strategic Asset Management Framework Group

AGFMA co-ordinates a Community of Practice for asset managers. Attendees from across government participate in forums for asset managers from all agencies to get together, share knowledge and ideas and develop a common understanding and consistent approach to asset management for building assets. Forums are held bi-monthly and more information is available in the [SAMF - Terms of Reference](#).

If you are interested in being part of this group, please contact Julia Smethurst on julia.smethurst@sa.gov.au.

SAMIS

Spotless WMS to SAMIS equipment interface is now live

As part of business improvement activities, AGFMA and Spotless have developed an interface to copy Spotless Works Management System (WMS) equipment records into SAMIS. Spotless will progressively provide equipment records on a site by site basis. Once a site is under interface control, equipment related data attributes will be made read-only in SAMIS, where only Spotless will be able to update data through the interface.

The benefits of a site under interface control include:

- Spotless no longer having to manually enter equipment data into SAMIS (ie one data set for WMS & SAMIS)
- SAMIS users having greater visibility of equipment maintained by Spotless.
- An interface will reduce data errors, provide for a consistent naming convention and provide data consistency / standardisation.
- Improve the accuracy of SAMIS reports (Life Cycle / Future Condition Reports etc.).
- Support strategy of 'Single source of truth' by using SAMIS as a data warehouse. (Additional interfaces are being explored).
- Provide a data cleansing opportunity, some data in SAMIS is now out of date and should be removed.
- Prepares SAMIS for potential future decommissioning – increasing its readiness for transferring clean data to a new system / reduce significant cost in data transfer.
- Will bring WMS and SAMIS data back into alignment.

See the Technical Note which provides advice to SAMIS users on whether an asset data is provided from the Spotless to WMS into SAMIS ([Link](#)).

FM and AM Capability Program 2020-21

AGFMA provides training and supports training opportunities to improve Facilities Management and Asset Management capability in the SA Government. Read on how you can access development opportunities for the future, post COVID-19.

Asset Management Training

Expressions of interest are still open for asset management training, including:

Asset Management Leadership – Essentials – ½ day

Asset Management foundation – 1 day

Asset Management Certificate preparation course – 3-4 days



These courses are offered on a 'user pay' basis and are subject to viable numbers. Please contact julia.smethurst@sa.gov.au for further details.

Risk & Compliance Management Courses

The final Risk & Compliance Management courses are being delivered in March. Upon conclusion, over 250 people will have completed the training across the State.



Contractor Safety Management for Construction Works over \$450k – ½ day

This **free** workshop planned for 1 April 2020 has been **postponed**. The workshop is aimed at those involved in construction work valued over \$450k.

The presenter will be Sue Bottrell, a lawyer with practical experience in contract management safety, having previously worked as a Work Health and Safety professional in the FM Industry and for WorkSafe Victoria, as well as providing legal advice to various organisations on case law.

For those of you who attended Risk and Compliance training and want more case law examples, this is the workshop to attend.

You can still register for the future date, yet to be confirmed, please contact julia.smethurst@sa.gov.au.

News from Facilities Services

Facilities Services, Port Lincoln regional office and specifically Facilities Manager, Andre De la Salle, have been kept very busy with multiple challenges facing the town and region over the last few months.

Remembrance Day 2019 is a day the area will not forget in a hurry, the region was hit by bushfires which impacted many, including the hospital operation due to localised smoke levels. Fast forward to 31st January 2020 and Mother Nature strikes again, this time with torrential rain and flash flooding. The Port Lincoln Hospital was hit hard, with water damage and partial ceiling collapse within one of the wings on the first floor and multiple rooms on the ground floor impacted. Electrical supply was cut to the affected wing due to water ingress and electrical hazard in the switchboard supplying the wing. Works needing to be completed and managing hazardous materials, such as asbestos.



Facilities Services responded and along with its contractors and SA Health representatives, who worked tirelessly to establish safe areas and ensure services such as the backup power generators were effectively providing for staff and patients. The area was made safe to enable clean up and repairs to be undertaken.

Minimising disruption to patient care and hospital staff was the focus to re-establish the facility for the community of Port Lincoln.

Remediation works still continue, but the site will soon be back to be fully operational.

Thank you to all involved.

**Michael Conroy, Manager,
Facilities Services**

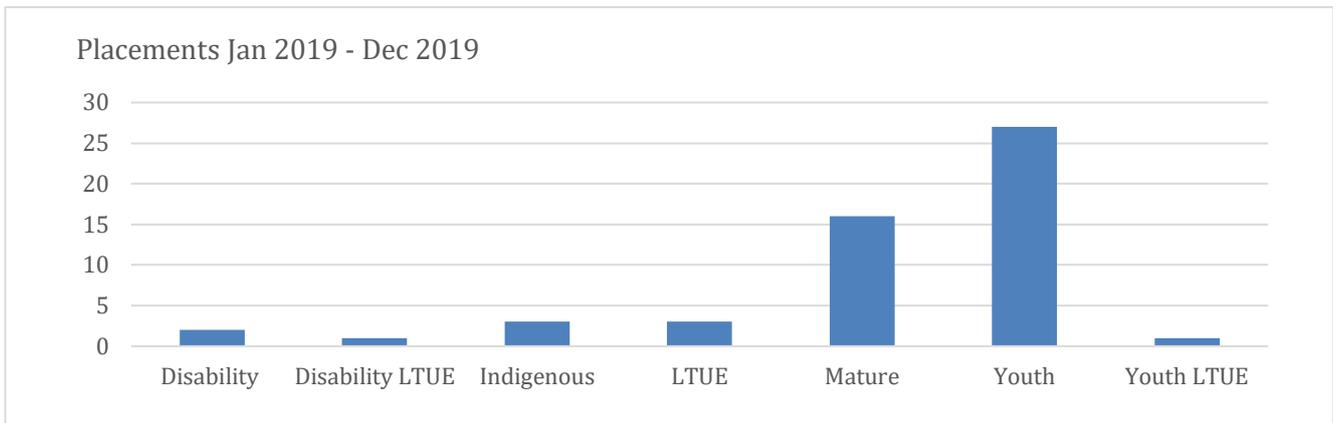


News from Spotless

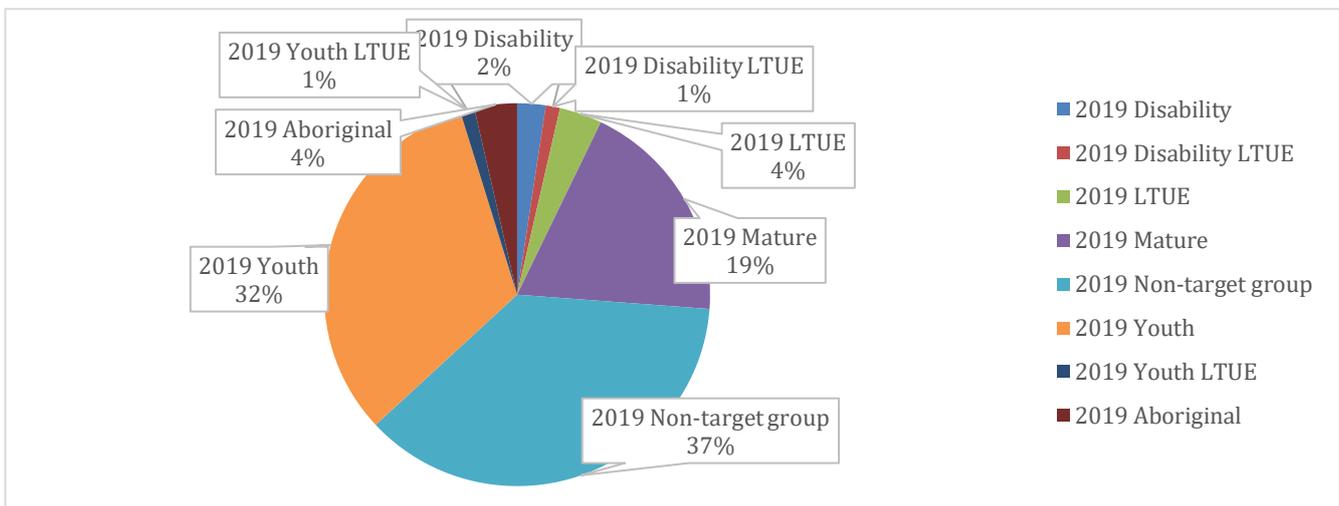
Jottings from Wayne Rudland, Spotless, FMS Contract Manager (Central and Northern Metropolitan Regions)

Spotless Industry Participation Program (IPP): 2019 Review

Throughout 2019, the Spotless IPP has strengthened its focus in assisting people - with employment barriers - to return to the workforce. We are proud to report that during the 2019 Calendar year this program has supported 84 new placements with South Australian employers across a broad range of industries such as **Electrical, HVAC, Plumbing, Security, Electronic Security, Builders & Multi-traders, Grounds & Horticulture, Fire Services & Cleaners**. Of these, 63% met our Target Group Criteria and pleasingly, since July 2015, 80% of our 644 placements have been retained in employment for at least six months or longer. This is a fantastic result where credit to our Sub-contractors who fund the program must be recognised.



Spotless Target Group includes the Long Term Youth and Mature unemployed as well as Aboriginal and unemployed persons with Disabilities, as shown in the following diagram.



Wayne Rudland – Spotless

AGFMA Team News

Julie Magiarapis

I joined the AGFMA team in 2018 as the AGFMA Systems Support Officer. In this role, I provide support to clients through the Service Desk, setting up new users in FAMIS, SAMIS and other systems. I am also assisting with the SAMIS and FAMIS user auditing process. I have been fortunate to have an extensive Customer Service background throughout my career which allows me to utilise these skills in this role. I enjoy working with people and my team in assisting clients to get good outcomes.

My interests are gardening, cooking, dancing, walks on the beach and making leadlight projects. I am very passionate about travelling and I have been on numerous trips around the world, including Greece (my motherland). Coming from a Greek background, I have had my great teachers, my mother, and my aunties passing on their culinary skills. Food and wine is very important in the Greek culture especially when there are family gatherings. I enjoy socialising and catching up with friends and family.



Harish Doddapaneni



I re-joined the AGFMA section in May 2019 as the Systems Officer. I graduated with a Bachelor degree in Computer Applications and Masters in Business Administration in 2004.

Within my Systems role, I undertake AGFMA activities such as: User administration, managing assets in both SAMIS and FAMIS, using legacy systems and I use reporting tools including Toad and Cognos to provide reports to various clients.

Before immigrating to Australia, I worked with several North American and European clients in the SAP ERP and HANA consulting space for over 13 years. I am a Certified SAP consultant and I have held key positions during implementation and upgrade projects.

I am a keen cricket lover and I have developed an interest in Snooker over the years. I am currently playing a few tournaments in Snooker SA.

AGFMA Hotline - Please note the new number for your region:

Metropolitan Adelaide (Region N) Northern – 1300 342 911

Metropolitan Adelaide (Region C) Central – 1300 319 055

Metropolitan Adelaide (Region S) Southern – 1300 316 277

Regional SA sites number remains the same – 1300 116 336

Further information on the role of each of the members of the AGFMA team via the link:

https://www.dpti.sa.gov.au/facilities_management/contact_us

Useful Information and Links

Go to

http://dpti.sa.gov.au/facilities_management or select Asset Management from the DPTI website.

FM Arrangements brochure: this publication provides an overview of the FM Services Arrangements, services provided, benefits of participation and roles and responsibilities of the parties within a contract based on collaboration:

https://dpti.sa.gov.au/_data/assets/pdf_file/0008/484226/AGFMA_Brochure_2015-2024.pdf.pdf

Agency work procedure manual: this document provides a guide to the work procedures to be followed by employees of South Australian agencies participating in the Across Government Facilities Management Services Arrangements to request, monitor, accept and approve for payment facilities management services provided under the FM Services Arrangements:

https://dpti.sa.gov.au/_data/assets/pdf_file/0015/273210/Agency_work_procedure_manual.pdf

SAMIS: your link for all things SAMIS:

https://www.dpti.sa.gov.au/facilities_management/agfma_information_systems/samis

FAMIS: FAMIS holds information on the facilities management activity within agencies using the Across Government Facilities Management Arrangements. This information is available to FAMIS users within each agency via a password authenticated login: <https://famis.sa.gov.au/famis/login/login.jsp>

DPTI Matters:

Every Friday the DPTI Chief Executive Officer, Tony Braxton-Smith, sends out a synopsis of what has occurred across the department the preceding week. DPTI Matters can be accessed here: <https://dpti.sa.gov.au/>

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