

AGFMA – COVID-19

Bulletin 2

AGFMA provides updates to Facilities Management Governance Group (FMGG) Members and Agency Representatives on the COVID-19 Pandemic, as it relates to the Facilities Management (FM) Services.

The effects of the pandemic and the Federal and State Government positions/advice and impact on the Arrangements are changing daily. Below is an update on the emerging issues since the last Bulletin:

Emerging Issues

Further travel restrictions

From Tuesday 24 March 2020, all persons who have travelled from interstate into South Australia will be required to self-isolate for 14 days.

FM Service Providers have been asked to ensure all sub-contractors are aware of the new travel directive and ongoing directives. Where Agencies have developed a COVID-19 site risk exchange, this should be adjusted to reflect the latest travel directive.

Some sites preventing maintenance contractors entering sites

There are a number of sites recently where contractors attending to undertake preventative maintenance are being prevented from entering.

To ensure a consistent approach across Government, on Monday 23 March 2020, the Senior Management Council approved the development of a high level framework that would include:

- a standard set of protocols for site entry, to ensure wherever works are performed under AGFMA a consistent set of controls is applied.
- Agencies developing a risk-based approach that takes into account specific risk-factors associated with the operations of designated locations such as:
 - The users and their vulnerability, and the extent to which they can be excluded from areas;
 - The assets at the site – the extent to which the assets are required to be maintained to ensure the safe and efficient operation of the site over the next six months;
 - The site controls – the extent to which contractors entering a site can be inducted by local site representatives, and comply with sites practices and requirements that are being applied to manage the COVID-19 outbreak.
- This framework is currently being developed.

It is acknowledged that the operations for each Agency or specific sites may fluctuate during this period. Maintaining essential safety provisions for designated locations is paramount, even if only limited number of occupants use the facility. The risks include complying *Planning, Development and Infrastructure Act 2016*

and regulations and in the future, should you wish to recover or reactivate a designated location, availability of contractors may impact the timeline for your Agency to resume normal services.

Often the most simple maintenance task can prevent significant costs and disruption to infrastructure. For example, deferring a routine gutter service, may result in significant flooding to a building and damage to valuable plant and equipment, ICT or laboratory equipment.

Economic Impact

During this period and during the various phases of the pandemic, the SA Government has a role to support the economy. Specifically, the Arrangements are a critical part of keeping the FM industry viable. Almost 96% of the FM Services are delivered by small to medium enterprises, any interruption to FM Services will have an impact on the FM industry and its future capability and contribution to the South Australian economy.

Below is a summary of the recent actions or initiatives by AGFMA, the FM Service Providers and the Agencies.

FM Service Providers

Reviewing business critical activities to maintain FM Services

FM Service Providers are monitoring sub-contractors adhering to instructions.

Working collaboratively to develop a cleaning document for post event COVID-19 for FM Service Providers and Sub-contractors following Federal Health and SA Health infection control standards.

AGFMA

Hotline

Services SA provide the Hotline resources for AGFMA and manage the SA Government Switchboard. Due to COVID-19, Services SA are reporting a significant increase of inbound calls to the Switchboard. As resources are reallocated to meet demand, this will mean that call answering times are likely to increase for AGFMA related calls. To manage this, AGFMA will initiate periodic diversion of calls directly to the FM Service Provider. FAMIS Users will be notified as a when this occurs. Further, contingency measures have been tested and are ready to be activated if a prolonged interruption to Hotline services are experienced.

Agencies

Implement the COVID-19 Response Framework noted above once finalised.

Consider FAMIS users access arrangements. Do you need to create more FAMIS users to maintain FM Services including work requests and certification and approval of jobs?

Further information

If you require more information contact your Agency Advocate.

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