

Agency Works Procedure Manual

Summary of Improvements

The Agency Work Procedure Manual (AWPM) has undergone the first of a two stage review. The review forms part of a broad range of activities which aim to support improvements to the way in which Across Government Facilities Management Arrangements (AGFMA) are delivered. The purpose of the AWPM is to provide operational and safety guidance to **all** participants of the AGFMA, with a focus on describing roles and responsibilities.

Intended Audience

The AWPM is intended to support Facilities Management Service Providers (FMSPs), Contractors, Agency Site Representatives and Agency staff who undertake activities for the delivery of facilities management arrangements.

Next Steps

Stage two of the review of the AWPM will be completed during 2021 to support the transition to the Future AGFMA Operating Model.

Improvement Themes

1 Roles and responsibilities

The AWPM provides a detailed description of the roles and responsibilities of key participants of the AGFMA, including WHS obligations.

2 Safety

The AWPM now includes a section dedicated to safety. Users are provided with improved references to WHS obligations, tools and templates, all for an improved and safer delivery of AGFMA.

3 Updated Information

Succinct and technically accurate information to support activities for the delivery of the AGFMA, including updates to process maps and procedures.

4 'One stop shop'

To avoid duplication and/or provision of out of date information, the AWPM provides users with a repository of guidance material. Hyperlinks direct users to supporting reference material, relevant legislation and international standards.

5 Readability

The AWPM has been significantly reduced in length, it provides users with succinct guidance, easy to follow process maps, tables and diagrams; and now includes a Schedule of clearly defined key AGFMA terms.

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