

AGFMA – COVID-19

Bulletin 3

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.

Below is an update on the emerging issues since the last Bulletin:

Emerging Issues

Infrastructure Management of Public Health Significance

SA Health has issued a notice regarding the importance of maintenance during the COVID-19 outbreak, specifically:

- Cooling towers;
- Warm water systems
- Manufactured water systems
- Drinking water systems;
- Public Swimming pools and spas; and
- More that fall under the South Australian Public Health (Legionella) Regulations 2013, South Australian Public Health (Wastewater) Regulations 2013.

More information at [SA Health – Infrastructure Management of Public Health Significance during COVID-19](#)

Site Access COVID-19 – Guide Note

Further to the last Bulletin, following direction from the Senior Management Council a Site Access COVID-19 Guide Note has been developed.

For the duration of the COVID-19 Outbreak, Agencies that receive facilities management services via the AGFMA should assess and implement the Site Access protocols for FM Service Provider's and sub-contractors entering designated locations.

Most Agencies have their own procedures, it is recommended that the guide note is reviewed to ensure that these procedures align with the protocols.

Aged Care Facilities Access Protocols

On the 22 March 2020 the Chief Executive Officer for the Department of Health and Wellbeing issued a [Direction](#) under the *Emergency Management Act 2004* for all Visitors (including subcontractors and FM Service Providers) to Aged Care Facilities, will be required to have had the 2020 seasonal influenza

vaccine, **by 1 May 2020** before being able to attend to maintenance works on Aged Care Facilities. Aged Care Facilities may be within any SA Government Facility.

- For all Regions availability of the vaccine and administration may be different and as a result;
 - Any works that cannot be undertaken because there are no suitable subcontractors, may need to be allocated to an alternative subcontractor or rescheduled until there is a subcontractor available. A risk based assessment of the urgency of the works and against business continuity.
- For Country and Remote Regions, where urgent works are required and the works can't be performed by the "usual" subcontractor, an alternative suitable subcontractor from another region may perform the services. There may be an increase in travel costs.



Letter from the Chief
Executive, Department

FM Service Providers

Reviewing business critical activities to maintain FM Services and planning for potential next phases.

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

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

Advising sub-contractors of new protocols relating to new Aged Care facilities.

AGFMA

Hotline

Over the past two weeks calls to the AGFMA Hotline have periodically experienced longer waiting times than normal. The AGFMA Hotline service provider, Services SA experienced a record number of calls from the general public and has impacted line capacity. As the volume of calls are unlikely to reduce in the short term, AGFMA has implemented a FAMIS system upgrade, Priority 1 and 2 calls can be lodged via Hotline during business hours, this functionality is available now.

All Agencies are encouraged to promote **all jobs being raised via the FAMIS system** during normal business hours, to ensure that the work is dispatched in a timely manner to the FM Service Providers.

Email and fax requests should cease, all work requests should be undertaken on-line.

After-hours Priority 1 and 2 jobs continue to use the Hotline number:

Regions S: 1300 316 277
Region C: 1300 319 055
Region N: 1300 342 911
Regional SA: 1300 116 336

Agencies

Reviewing Agency Site Access processes to align with Site Access COVID-19 – Guide Note and circulating any changes within your Agency.

Communicate Priority 1 and 2 Hotline process change with-in your Agency that:

- Priority 1 and 2 jobs can be raised via FAMIS.
- Emails and faxes should cease, and work requests be lodged via the FAMIS system.
- Develop/Apply any Agency relevant business rules (if applicable)

Further information

If you require more information contact your Agency Advocate.

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