

AGFMA NEWSLETTER

March 2021 – issue 23

Welcome Note

The Across Government Facilities Management Arrangements celebrates its 22 year inauguration on 1 April 2021. This milestone will be the final anniversary of the iterations of the current model, as from 1 December 2021 the Future AGFMA new operating model will commence.

Over recent months, AGFMA has been working with the FM Service Providers and Agencies to improve Condition Reporting. During May, workshops will be conducted on Strategic Asset Management – Condition Reporting. These workshops are specifically for Asset Planners and/or Facilities Managers who want to understand more about asset risk and condition reporting. The new approach to condition reporting will be supported in the Future AGFMA and the workshop will explain how Facilities Management data from the FM Services is being interfaced through SAMIS in a consistent format, from both FM Service Providers. Face to Face and Microsoft Teams sessions are planned, to accommodate metropolitan and regional stakeholders. Find out how to sign up early to secure your spot on page 3.

In celebration of International Women's Day (which was held on Monday 8 March), we acknowledge those women in the Facilities and Asset Management industry, that support the AGFMA and we celebrate and encourage continued diversity in the sector.

This edition is brimming with important information that you must read, including:

- PCBU responsibilities for Asbestos Management;
- Check out the new Agency Works Procedure Manual;
- Find out the changes to Service Delivery Planning 2021-22;
- Note the importance for the economy of Project Work in the lead up to the Future AGFMA; and
- Strategic Asset Management – new Condition Reporting.

AGFMA REFORM

Want more information on Future AGFMA? Subscribe for updates [here](#). Read on for information on Participating Agency Future AGFMA Forum on page 5.

Rebecca Hoskin, Manager, AGFMA

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Government of South Australia
Department for Infrastructure
and Transport

SAFETY

Guideline for Asbestos Management and Removal for Government Sites

In 2020, the Department for Infrastructure and Transport (DIT) circulated to Agencies the [DIT Guideline - Asbestos Management and Removal for Government Sites](#). This supersedes all previous documents such as Government SA (2013) Asbestos Management in Government Buildings and Guideline and Technical Services (2018) Asbestos Removal Guidelines.

The Guideline Asbestos Management and Removal in Government Sites has four parts:

Part 1: Roles and Responsibilities

Part 2: Long-Term Asbestos Management

Part 3: Asbestos Removals – Demolition and Refurbishment

Part 4: Asbestos Debris

The guideline also has a range of example Risk Matrices that can be used by Agencies and Flowcharts relating to unexpected finds and incident responses.

In accordance with the *Work Health Safety Act (2013)*, it is the responsibility for a PCBU/asset owner to maintain an Asbestos Management Plan and Register.

Agencies should note their legislative obligation for Asbestos in accordance with the *Work Health Safety Act (2013)* and the obligations further explained in the Guideline. Agencies must ensure that the Officers are aware and workers adhere to their legislative obligations and communicate these key documents relating to Asbestos Management within their respective organisation.



**Pictures sourced from Internet*

New process removal Work and Updating Asbestos Registers

The DIT Asbestos Advisory Services team have released a Guide Note documenting new process removal work and updating Asbestos Registers. Refer to [Asbestos Advisory Team Guide Note – Asbestos Service Process](#).

For further details on the Asbestos Advisory Team, please contact the Asbestos Advisory Team at DIT.TSAsbestosServices@sa.gov.au or 08 8402 1716.

SAFETY ALERT – FALLING OBJECT RISKS

Multi-storey buildings, in particular aged and heritage buildings can be at risk of objects falling.

Recent near miss events have occurred on some government buildings where components of the building fabric have fallen. These incidents are examples where Agencies may need to consider a detailed investigation on the condition of building facades or building fabric components.

Some causes for building fabric dilapidation include:

- Corrosion
- Building movement
- Concrete spooling (Concrete cancer)
- Extreme weather conditions
- Products or their fastenings may have reached their life cycle end date or were not installed correctly



Example: Building components



Example: Heritage Building corrosion

To assess multi-storey buildings building fabric, Agencies should discuss with their FM Service Provider on the appropriate method of the investigation and raise a work order. In some cases, specialist contractors or consultants may need to be commissioned.

FM AND AM CAPABILITY PROGRAM 2021

Asset Management Training

Strategic Asset Management – Condition Reporting Workshops will be held in May 2021.

Who should attend? Strategic Asset Management Framework Working Group members, Asset Managers or Planners, Agency Facilities Managers.

What will the workshop cover?

- New approach to asset management risk
- Condition Reporting – contract requirements
- Condition Report process
- How to run Condition Reports and what you can do with the information

The session will include: Asset Management concepts, asset risks approach, explore the contract requirements and explain how data gathered from FM Service Delivery can be used to identify asset risks, which may require further action or risk treatments.

How do I book? Contact the AGFMA Business Support Officer erika.vaughan@sa.gov.au

2021 Risk and Compliance Management Training

Registrations of interest are being sought from Agencies for nominations for the Risk & Compliance Management course that will be available online through TAFE SA. The course has been developed from the two day workshops held in 2019 - 2020. The online course is expected to take approximately three hours.

Please speak to your Agency Representative if you are interested in undertaking this training. For further information please contact the AGFMA Business Support Officer erika.vaughan@sa.gov.au

Advice to Agencies on Project Work in the lead up to the Future AGFMA

Agencies are advised that they should continue raising work orders for planned works (Minor Works, Replacement Refurbishment and Small Construction Work) as per normal processes for project/planned despite the Future AGFMA commencing from 1 December 2021.

The procurement process for a Future AGFMA is progressing and it is planned that by July 2021 new contracts will be awarded to the successful FM Service Providers (FMSP's), who will deliver services from 1 December 2021 (contract commencement). Please note, works will continue to be performed by the existing contractors until 30 November 2021.

For the period from 1 July 2021 to 30 November 2021 (transition period), there will be five months of transition. During the transition period the current FMSP's Spotless and Facilities Services will continue to provide all FM Services. This period allows future FMSP's time to prepare for the delivery of FM services from 1 December 2021.

During the transition period, Minor Works, Replacement Refurbishment and Small Construction Works, will continue to be delivered by either Spotless or Facilities Services.

Closer to the future AGFMA contract commencement, all planned and opened work orders for Minor Works, Small Construction and Replacement Refurbishment will be reviewed. Agencies should continue raising work orders for planned works to support the economy in particular local small/medium businesses and to make sure planned works progress, as there is market demand for construction due to economic stimulus programs.



Memorandum of Administrative Arrangement (MoAA)

Agency Representatives have been forwarded a new Memorandum of Administrative Arrangement (MoAA) for the FM Services, under the AGFMA. The MoAA replaces the Service Level Guide.

The intent of the MoAA is to strengthen the engagement and understanding of Agencies, regarding roles and responsibilities and the MoAA seeks to:

- Clearly articulate roles and responsibilities of Parties, at a strategic level, effective and efficient delivery of FM Services and support services under AGFMA;
- Outline the obligation of Parties with respect to ensuring safe work practices; and
- Establish an agreement which is relevant to its intended audience, being an Agency Chief Executive (or Delegate).



To support the activities related to Cabinet's decision to a Future AGFMA, a variation to the MoAA will be coordinated in late 2021. A sample of the MoAA sent to Agency Chief Executives is available at [link](#).

Participating Agency Future AGFMA Forum

A Participating Agencies Future AGFMA Forum (PAFAF) will soon be established with the first meeting to be scheduled mid/late April 2021. The focus of the PAFAF forum will be to provide updated information throughout the Future AGFMA Transition that will supplement and support business activities, transition communications and other engagements. Members will be nominated by the Agency Representative as the Agency Engagement Lead to attend the forum. The Agency Engagement Lead will be responsible for disseminating information provided at the PAFAF throughout their agencies.

STRATEGIC ASSET MANAGEMENT

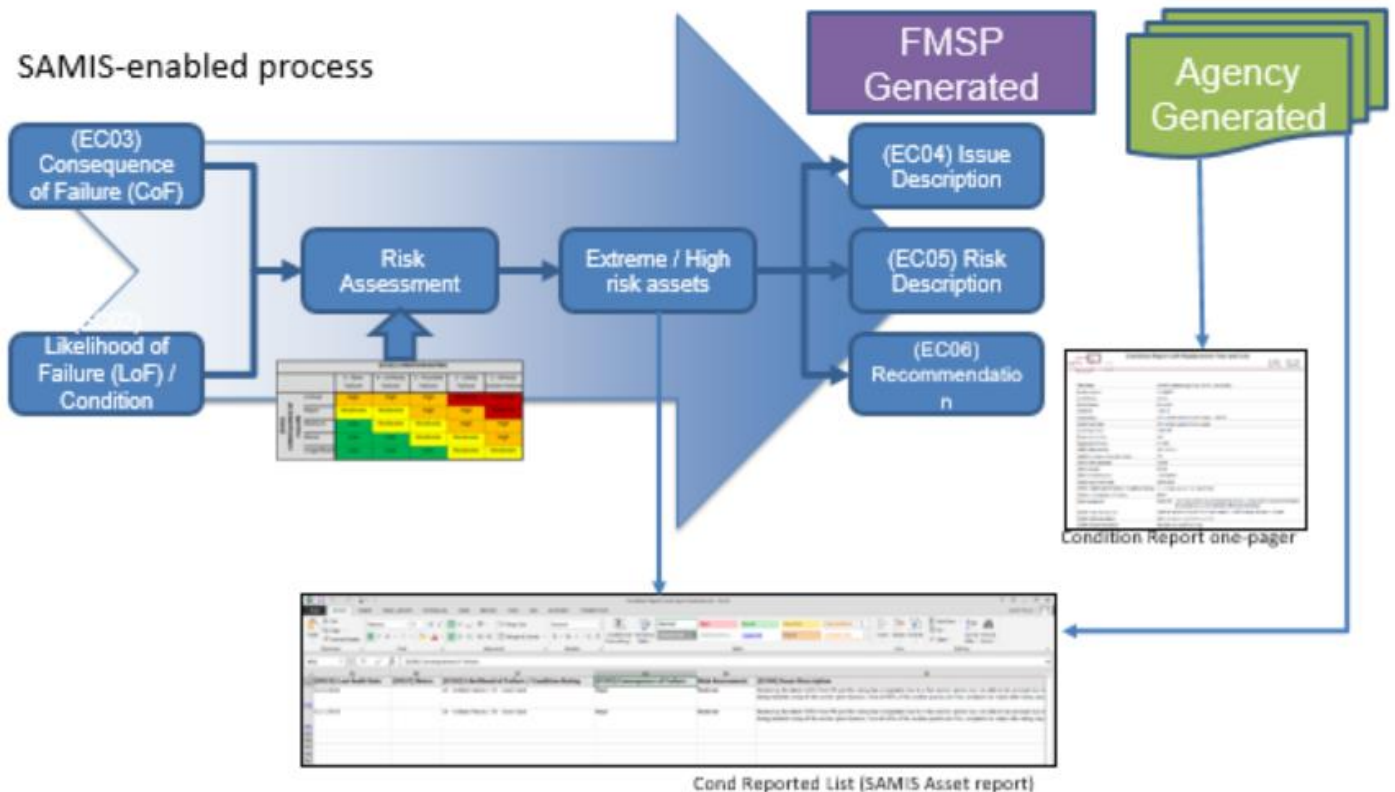
Condition Reporting

Condition Reports should focus on critical infrastructure that would have a significant impact on business continuity in case of failure.

In asset management the types of condition assessment methods can include simple visual inspections – leaks and rust, feedback through preventative maintenance checks – oil usage / levels / contaminants, infra-red thermography / power usage monitoring, vibration / sound and temperature monitoring sensors, detailed mechanical, chemical or electrical testing or intrusive, strip down and rebuild assessments.

Agencies should be aware that under the FM Service arrangements, the condition assessment techniques used are simple visual inspections and feedback through preventative maintenance checks. The likelihood of failure/condition rating comes from the knowledge, skills and opinions of the contractors that perform maintenance on the asset or are FMSP in-house SME's. More intrusive or detailed assessments incur additional costs.

The Condition Reporting is now systemised data inputs from the FMSP works management systems into SAMIS. As detailed in the diagram on the following page:



In AGFMA, a Condition Report flags a potential issue(s) that may require further action. That action may require an operational, tactical or strategic response that can be procured via the FMSP or through other strategies.

The FMSP are focusing on producing condition reports as follows:

- Spotless - Designated Locations - Interfaced WMS to SAMIS (639 Designated Locations);
- DIT-Facilities Services – Designated Locations that have interfaced MACS ER to SAMIS (go live planned in near future) and are included in the Site Inspection Program (652 Designated Locations).

For more information on the process to undertake asset risk, condition assessment, condition reporting and roles and responsibilities see Guide Note – Asset Risk and Condition Reporting Initiative.

The FMGG approved proceeding with this initiative, as an important part of the journey to improve Strategic Asset Management within the South Australian Government, and the approach for condition reporting being established now, is consistent with the Future AGFMA.

If you are an Asset Planner, Facilities Manager involved in asset planning or a Senior Manager responsible for asset/building portfolio, register for the Strategic Asset Management Condition Reporting Workshops. Refer to page 3 for registration details.

CONTRACT MANAGEMENT AND AGENCY ADVOCACY

Service Delivery Planning 2021 - 22

The Service Delivery Planning process has been reviewed in anticipation of the Future AGFMA and the [Guide Note - Future AGFMA - Service Delivery Plan 2021-22](#), summarises the 2021-22 Service Delivery Planning and Budget Process and includes frequently asked questions for Agencies and FM Service Providers.

Key points to note:



Service Delivery Planning and Budget

- There is no change to the Service Delivery Planning and Budget process.
- The current FM Service Providers will deliver the FM Services from 1 July 2021 until 30 November 2021 (transition period).
- The future FM Service Providers will deliver the Service Delivery Plan under the Future AGFMA model post 1 December 2021, being the Future AGFMA.

Management Fees

- FM Management Fees will be applied for the transition period based on the actual 2020-21 FM Management Fees, charged monthly.
- AGFMA Fees will be based on the recovery of the resource model.

Technical Data Schedules

- For the period 1 July 2021 to 30 June 2022, the FM Service providers will continue to use Technical Data Schedules
- Post 1 July 2022 how the new model will manage, administer and maintain Technical Data Schedules will be separately communicated.

Any queries, please contact your Agency Advocate.

New Agency Works Procedure Manual (AWPM)

As part of AGFMA Reform activities, a major review of the [Agency Work Procedure Manual](#) (AWPM) has been completed. The [Guide Note - Agency Work Procedure Manual – Summary of Improvements](#) has been published on the AGFMA Website.

The review of the AWPM forms part of a broad range of activities which aim to support improvements to the way in which the AGFMA is delivered. The AWPM provides operational and safety guidance to all participants of the current AGFMA Operating Model, with a focus on describing roles and responsibilities.

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.

The review is the first of a two stage process. Stage two review will be completed during 2021, to support the transition to the Future AGFMA.

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.

PREVENTATIVE MAINTENANCE

Street (off-site) Fire Hydrants and Fire Plugs

A development with buildings with a total floor area greater than 500m² requires the use of fire hydrants and / or fire plugs with complying water volume and flow for approval. These may be on-site or off-site (street). This fire infrastructure will be part of the Essential Safety Provisions (Form 3) and is a regulatory requirement for preventative maintenance and is the responsibility of the building owner.

For on-site fire hydrants there is a Technical Data Schedule (TDS) F25: F25 Fire Hydrant Installation (Excl. Booster & Pumps). This includes an annual water flow test as listed in Australian Standard AS1851, which is a prescribed document by the Ministerial Building Standard (MBS) 002.

For those fire hydrants / fire plugs located on the street, MBS 002 also applies and includes notes that for regulatory compliance the minimal maintenance is:

- Annual verification of complying water availability; and
- Five yearly flow tests.

For the five yearly flow tests, an application is made to the owner of the infrastructure – SA Water – who undertakes the tests and provides a report for a fee.

A new TDS: F25D Fire Hydrant / Plug – Street is being drafted for this preventative maintenance. The existing TDS (F25) is being renamed to clearly distinguish between the two servicing requirements.

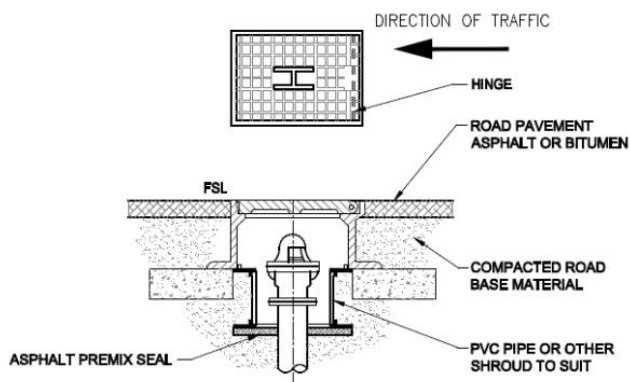
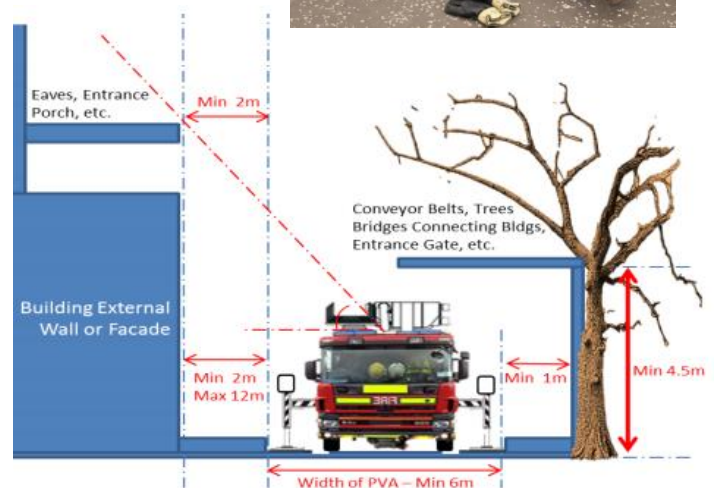


FIGURE 8.37 TYPICAL TRAFFICABLE HYDRANT SURFACE BOXES



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

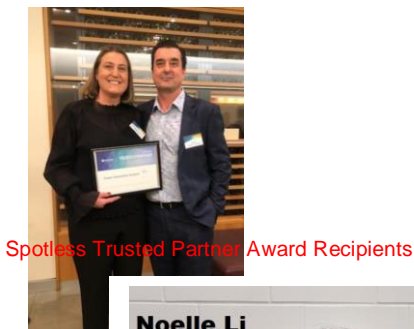
Technical Data Schedule (TDS) Review Package 6

The selection of TDSs for this package is underway and will be focusing on fire safety. FM Service Provider's please forward any suggestions for either new or TDSs to be updated to Senior Asset Engineer nicky.will@sa.gov.au. Agencies please contact your FM Service Provider to discuss this.

WOMEN IN FM SUPPORTING AGFMA

INTERNATIONAL WOMEN'S DAY IS CELEBRATED AROUND THE WORLD ON MONDAY 8 MARCH

Proudly presented below are some of the women in FM who support the AGFMA



JOTTINGS FROM SPOTLESS

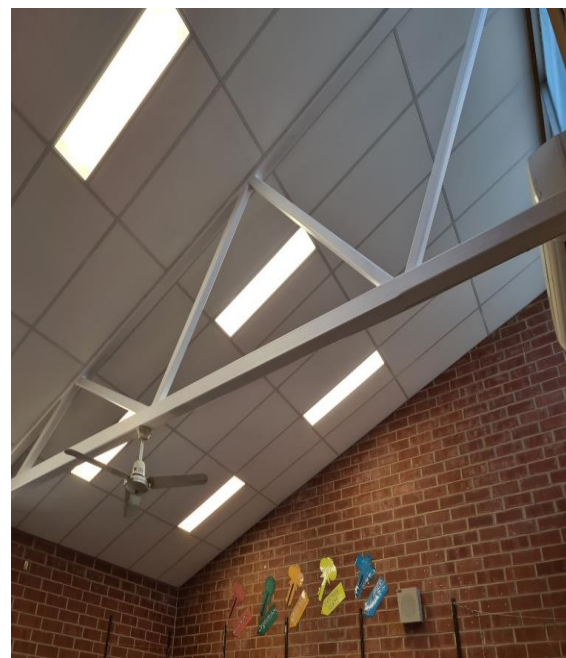
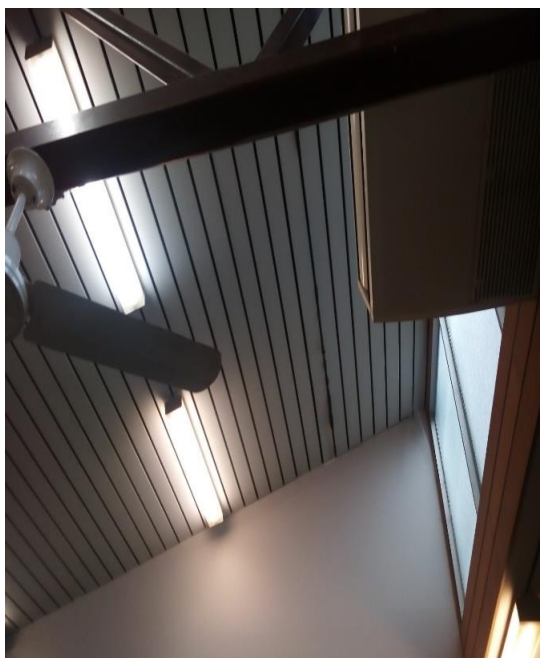
This has been a busy period for Spotless where among other activities, we have delivered a range of projects improving schools. Goodwood Primary School is a good example, as shown below.

Below are the results for the replacement of the aged “Luxalon” ceiling in several rooms which as you can see vastly improved the overall amenity to good effect.

LIBRARY BEFORE AND AFTER



BEFORE and AFTER: RAKED CEILINGS on the 1ST FLOOR



Until next time, Wayne Rudland, Spotless, FMSP Contract Manager

NEWS FROM FACILITIES SERVICES

Local indigenous worker opportunities have been realised in the APY Lands through the SA Housing and Department for Infrastructure and Transport Multi Trade contract, with Furnell Plumbing. The outcomes support the Department for Infrastructure and Transport's strong commitment to creating Aboriginal economic opportunities.

The work opportunities to expand and implement an effective Trade Assistant skills development program, targeting the local Anangu community.

The combined government Agency approach provides sufficient volume and ongoing opportunities where local Anangu workers from the community conduct or assist other trades with maintenance activities. The recent renovation of two assets at Mimili has provided full-time employment for three local Anangu workers for two months, providing the opportunity to learn new skills and the ability to refine and develop these skills.

Furnell Plumbing, manager of the Multi Trade contract have worked hard and pride themselves on the continued and high level of Indigenous employment outcomes. Results include employment of a qualified Aboriginal Plumber, qualified Aboriginal Builder assisted by a local Anangu Trades Assistant and Pest Technician who is a qualified Aboriginal Trades person.

The Trade Assistant Program includes intensive one-on-one training and mentoring, with skills developed including:

- Yard clean - separation of materials to be disposed of at a local refuse centre.
- Gardening – including whipper snipping, mowing and tree/shrub trimming.
- Cleaning - including pressure cleaning and scrub wash.
- Painting and Preparation – including gapping, patching, sanding and bleed sealing issue areas, such as fire or smoke damage and graffiti and painting ceiling, walls and woodwork.
- Fit Out – supporting builders complete final fit out of door handles, mirrors etc.
- Flooring – including cut and polish of vinyl tiles.
- Other aspects such as temporary fence installation or removal.



Working Together to Learn & Achieve



Michael Conroy, Manager, Facilities Services

USEFUL INFORMATION AND LINKS

Go to https://dit.sa.gov.au/facilities_management

Or select Asset Management from the DIT website.

Further information on the role of members of the AGFMA team

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

AGFMA Hotline:

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 – 1300 116 336

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: [AGFMA FM Arrangements Brochure 2015-2024](#)

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: [Agency Work Procedure Manual](#)

SAMIS: your link for all things SAMIS:

https://www.dit.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>

CONNECT:

Every Friday the Department for Infrastructure and Transport, Chief Executive Officer, Tony Braxton-Smith, sends out a synopsis of what has occurred across the department the preceding week.

CONNECT can be accessed here: <https://dit.sa.gov.au/>

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