



Desktop Aid

Unplanned Services Priorities & Processes

UNPLANNED SERVICES			
TYPE OF SERVICE	PRIORITY LEVEL	PROCESS – Entering a Job Request	ADDITIONAL NOTES
Breakdown Maintenance	Priority 1 & 2	Enter <u>by telephone only</u> to DPTI Hotline: (Note: refer Hotline Request Form)	Provide brief description of the problem/s and details of priority. Breakdown Maintenance comprises those Facilities Management Services that are: <ul style="list-style-type: none"> • Emergency services to repair failed plant and equipment, or facilities that present an immediate hazard to occupants of a Designated Location: or • Required to repair failed plant and equipment or facilities to ensure that the operational/functional objectives of Designated Locations are met.
	Priority 3, 4, 5	Enter <u>directly into FAMIS</u> where facility is available; or Enter <u>by fax</u> where FAMIS facility is unavailable (Note: refer Hotline Request Form)	
Unplanned/Replacement Refurbishment Maintenance AND Unplanned Minor Works	Priority 3, 4, 5	Enter <u>directly into FAMIS</u> where facility is available; or Enter <u>by fax</u> where FAMIS facility is unavailable. (Note: refer Hotline Request Form)	Unplanned Replacement/Refurbishment Maintenance comprises those services involving: <ul style="list-style-type: none"> • the replacement or refurbishment of building fabric and/or services and/or minor plant and equipment. It may be required in response to the premature failure of an item of building fabric or minor plant and equipment with a value of less than \$5,000 (exclusive of GST). Unplanned Minor Works comprises those Facilities Management services involving: <ul style="list-style-type: none"> • Additions or modifications to existing buildings or upgrading of existing building fabric, plant and equipment at Designated Locations, with an estimated value of \$5,000 (exclusive of GST) or less.



Breakdown Maintenance Priority Levels

Priority 1

- Emergency request, can only be requested by telephone using the *Hotline*.
- Attendance ranging between 45 minutes to 2 days (refer table).
- Highest call out fee and is intended only for emergencies.

Priority 2

- High priority request, can only be requested by telephone using the *Hotline*.
- Attendance ranging between 2 hours to 3 days (refer table).
- High call out fee and is intended for work of high urgency.

Priority 3

- Attendance ranging between same day if reported before 1 pm to 5 days.
- Lesser call out fee and is intended for most medium urgency jobs.

Priority 4

- Attendance ranging between 5 to 7 working days.
- Lowest call out fee and is for work of a lesser urgency.

Priority 5

- Attendance is within a 30 calendar day maximum period.
- No call out fee and is intended for low priority repairs.

Priority	Metro	Regional South Australian Only			
		Urban	Outer	Remote	Isolated
ALL PRIORITY 1 and 2 RESPONSES MUST BE TELEPHONED ONLY					
1	Within 45 minutes	1 hour	2 hours	*Same day before 1PM	2 days
2	Within 2 Hours	3 hour	4 hours	2 days	3 days
3	*Same day before 1PM	*Same day before 1PM	*Same day before 1PM	5 days	5 days
4	Within 5 working days	Within 5 working days	Within 5 working days	Within 7 working days	Within 7 working days
5	Within 30 days	Within 30 days	Within 30 days	Within 30 days	Within 30 days
*Same day if raised before 1 PM if not by 1 PM next day					
After Hours Priority 1	1 hour	1 hour	2 hour	Same day	2 days

Breakdown Maintenance Priority Level Examples

Priority 1	Priority 2	Priority 3
<p>Some examples could include:</p> <ul style="list-style-type: none"> • Major failed services – water, gas, electricity, etc. • Asbestos product damage requiring repair/removal • Roof leak in the event of storms/flooding. 	<p>Some examples could include:</p> <ul style="list-style-type: none"> • Blocked sewers • Failed mechanical plant that will affect the delivery of educational/care services. 	<p>Some examples could include:</p> <ul style="list-style-type: none"> • Broken stormwater pipe or fixture not threatening property or posing a risk to personal injury for the occupants • Major trip hazards – pavements that are likely to pose an unmanageable risk to personal injury for the occupants.
Priority 4 & 5		
<p>This level of maintenance should be utilised whenever practical in order to minimise costs to the site.</p> <p>Some examples could include:</p> <ul style="list-style-type: none"> • Minor external repairs, structural investigations (building cracking), dripping taps, tree removals. 		
<p>Notes: Each of the above types of work are carried out at agreed trade rates and materials at cost, known as reimbursable work, the maximum value for this type of work is \$5,000 unless the Agency Representative provides approval to exceed this limit.</p> <p>It is sometimes difficult to estimate the extent of the failure until work has been started. As an example a complaint about the air conditioning not working may result in a simple adjustment, the replacement of a small part, or the replacement of a complete unit. If major replacement of plant is required then it would be better to put in a new job under Replacement/Refurbishment Maintenance works so that breakdown data is not distorted. Replacement/Refurbishment Maintenance work is done using the same procedures as Planned Minor Works and attracts the same management fee.</p> <p>Setting Breakdown Maintenance Priority</p> <ul style="list-style-type: none"> • The setting of a Breakdown Maintenance priority determines the response time required to address the issue in the specified timeframe. Priority 1, 2 & 3 jobs attract separate premium call out costs which contribute to the overall cost of the work. • The uses of Priority 4 & 5 are actively encouraged, to reduce cost of call out fees. Priority 4 attracts the lowest payable call out and for Priority 5 no call out fee applies. • In country and metro regions, the same premium costs apply for priority 1 to 5 requests. • Agency Representatives should be mindful of the financial premiums attracted to work requests when assigning priorities to ensure efficient use of Breakdown Maintenance funds. 		