



Government of South Australia

Department of Planning, Transport and Infrastructure

COUNTRY HOTLINE REQUEST FORM, NON – FAMIS CLIENTS

Version 3.0

FACSIMILE NUMBERS

Berri 8582 3051 Mt. Gambier 8723 0743 Pt. Augusta 8641 0809
Whyalla 8644 0110 Pt. Lincoln 8683 0330 Pt. Pirie 8632 0631
Clare 8842 3873 Murray Bridge 8532 6422

FAMIS CLIENTS TO USE HOTLINE REQUEST FORM Version 1.11

ALL PRIORITY 1 & 2 RESPONSES MUST BE TELEPHONED & THEN FAXED OR EMAILED
Berri 8582 1733 Mt Gambier 8724 9866 Whyalla 8645 9288 Pt. Pirie 8632 3366
Pt. Lincoln 8682 1077 Pt. Augusta 8642 2277 Murray Bridge 8532 2122 Clare 8842 3844

Site Location Number Date:
Site Name
Site Address
Building Description Building No: Room No:
Site Contact Tel: Fax:
Required Trade

WORK / JOB DESCRIPTION:

Please indicate if vandalism work & tick type as appropriate [x]

VANDALISM I O E CRIME REPORT NUMBER: REPORT DATE:
JOB TYPE UNPLANNED BREAKDOWN MAINTENANCE UNPLANNED B/DOWN MAINT. Minor Wks Replce/Refurb UNPLANNED PROPERTY SERVICES PRIORITY RESPONSE TIMES
PRIORITY 1 2 3 4 5 3 4 5 3 4 5

PAYMENT DETAILS
AGENCY CODE AGENCY ACCOUNT CODE AGENCY REFERENCE
GENERAL REFERENCE

COST CATEGORY
Table with 3 columns: SITE ONLY, BUILDING ONLY, and a third column for maintenance types. Rows include categories like Paved Areas/Roads, Mains Water, Fencing, Sewer System, etc.

Print Name: [ ]

Signature: [ ]



## COUNTRY HOTLINE REQUEST PROCEDURES: GETTING WORK DONE

Request Unplanned Breakdown Maintenance through the Hotline, providing the following details as per the Hotline Request Form:

1. Site location number
2. Site name and address
3. The building and room number (to identify where the problem exists)
4. Site contact person and phone number for any future reference requirements
5. Required trade (i.e.: plumber, air-conditioning mechanic etc.)
6. The Work / Job description
7. If the job was the result of vandalism, type applicable & date of report
8. Job type
9. Unplanned maintenance required
10. An attend by date if the job is logged maintenance (when you request work to commence by)
11. Estimated budget if the job is unplanned minor work or replacement refurbishment (i.e: install power point)
12. An attend by date if the job is property services (when you request work to commence by)
13. Job priority (tick appropriate box as aligned to the job type). A job cannot be raised without a priority. Priority One (1) and Two (2) requests must be telephoned only.
14. Payment Details. Select the appropriate agency code if required (to indicate specific Agency payment responsibilities) DECD School Site Requirements Only – All sites must provide agency code to ensure correct billing of jobs. Please contact DECD Corporate Asset Support Centre – 1800 810 076 Consultant for clarification on agency account codes.
15. The Cost Category

## PRIORITY RESPONSE TIMES FOR EACH ZONE

**Note: Allow up to 30 minutes for processing time.**

### Priority Response Times

1. Emergency Immediate < 30 minutes

### Requests via telephone then faxed.

2. High Priority within 2 hours

### Requests via telephone then faxed.

3. Same day if notified before 1pm, or by 1pm following day if notified after 1pm.
4. Within 5 working days
5. Within 30 days

### Remote Areas (e.g. APY Lands)

1. Within 48 hours
5. Within 30 days

## CANCELLATIONS

All cancellations of jobs must be phoned through the Hotline as soon as possible after the original work request has been raised. Delays in this occurring may result in a call out fee applying.