

## OFFICIAL

Dear Agency Representatives,

Further to recent communications regarding upcoming changes to Asbestos Management, please find additional important information and updates below on the Annual Service Delivery Process and the AGFMA Fee structures. The AGFMA has also introduced new fact sheets in response to requests for further information on the AGFMA, to ensure that you as agency representatives have relevant reference materials at hand.

The AGFMA and Ventia collectively share your frustrations. Whilst as Agency representatives your first point of contact should be through Ventia, the AGFMA Directorate are able address escalated concerns on your behalf and are here to provide support and assist as and where required.

### **Annual Service Delivery Plan and Budget Process 2022/23**

The Across Government Facilities Management Arrangements (AGFMA) Directorate acknowledges the challenges some Agencies may have experienced with the Annual Service Delivery Plan and Budget Process (ASDP) for 2022/23.

AGFMA has and will continue to work with Ventia to ensure these processes are optimised and Ventia have acknowledged such and committed to a 'post implementation review' of their ASDP processes. This review will include assessments of the timeframes for completion of tasks and will commence shortly to re-establish these well ahead of the next ASDP process.

Where Agencies have not been able to finalise and/or endorsed their 2022/23 ASDP process, the following information is provided:

- Existing 21/22 Preventative Maintenance and other services will rollover into July 2022 (inclusive of any Ventia updates).
- Agencies should continue to liaise with Ventia to ensure the ASDP is established as soon as possible to agree on the services and levels to be provided.
- Ventia acknowledge the current ASDP's preventative maintenance schedules does not provide costs estimates to service level in line with expectations and Ventia have committed to achieving this level of detail within the first quarter of 2022/23.
- Ventia will continue to work with Agencies to add detail that supports the budget estimates for breakdown response services as well as the preventative maintenance.

As noted in the April 2022 Facilities Management Governance Group papers, the DIT AGFMA team has developed an ASDP agency sign-off escalation process, in that processes are enacted where timely agency approval of the ASDP has not been received. Given the delays, the escalation process will not be engaged until it is deemed reasonable to do so.

### **2022-23 Fee Structure for the Across Government Facilities Management Arrangements**

Your agency will soon be receiving information on the 2022/23 fee structure for managing and overseeing the financial arrangements of the AGFMA.

Your agency fees will be very similar to your last year's fee, prorated for the full 12 months.

### **AGFMA Directorate Information and Updates**

The AGFMA team are continuing to review content available on the AGFMA website and can confirm that the below fact sheets have been added to the AGFMA website under the Fact Sheets.

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[Asset Category Master List](#) <sup>NEW June 2022</sup> - provides a List of current Core Asset types, Agency Nominated Asset types and Out of Scope Assets. This is a DIT maintained AGFMA Asset Category Master list.

[Requesting Changes to the Asset Category Master List](#) <sup>NEW June 2022</sup> - process for requesting additions, deletions, and edits to the AGFMA Asset Category Master list.

[Asbestos Management](#) <sup>NEW June 2022</sup> - fact sheet on the new arrangements relating to asbestos. I communicated this via a separate email earlier in the week.

A minor change to the wording in the below fact sheet has been made to quotation requirements for Planned Small Construction works. This Fact sheet provides a useful reference on the work types and Ventia request process in an easy-to-use table.

[AGFMA Work Types](#) <sup>NEW May 2022</sup>

### **Agency Experience Improvement Program**

The dedicated Experience Improvement Program for Agencies has commenced the Agency Lead meeting series. The AGFMA team alongside Ventia representatives look forward to meeting with agencies to talk through the improvement focus areas, and work with you as representatives to gain specific input into the improvement program.

I will continue to provide updates in these communications to compliment Ventia communications as we work toward an improved outcome.

Name	Purpose/topics	Update 30 June 22
Agency Experience Improvement Program	To ensure improvements and enhancements to Ventia processes and Systems are delivered and issues are resolved.	Program planning and development has been finalised. Agency Experience Planning Meetings have commenced to shape the Connect lite sessions for all agency representatives.  Focus for the next fortnight include <ul style="list-style-type: none"><li>● Improved Engagement</li><li>● Meeting Agency Leads</li><li>● Ventia Planned Small Construction Manual and training is expected to be released over the coming weeks.</li><li>● Panorama User Manual to be released</li></ul>

### **Communication**

DIT and Ventia both appreciate how critical communications are, especially as these frustrations and challenges are managed and the improvements are implemented.

If you have suggestions, and or challenges that you feel are not being addressed and or further queries, please reach out to the AGFMA team on the following email address, [DIT.AGFMA@sa.gov.au](mailto:DIT.AGFMA@sa.gov.au)

Regards,

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