



HOTLINE REQUEST FORM

FACSIMILE NUMBER 08 8226 5297
EMAIL AGFMAHotline@sa.gov.au

Please include priority in the email subject line

PLEASE NOTE: P1 & P2 REQUESTS CAN NOW BE RAISED IN FAMIS

Region Southern Facilities Services Ph 1300 316 277
Region Northern Spotless Ph 1300 342 911

Region Central Spotless Ph 1300 319 055
Regional South Australia Facilities Services Ph 1300 116 336

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 as appropriate

VANDALISM Yes <input type="checkbox"/> No <input type="checkbox"/>	<input type="checkbox"/> I Business Hours Perpetrator identified	<input type="checkbox"/> O After Hours Perpetrator identified	<input type="checkbox"/> E Other forms of Vandalism identified	CRIME REPORT NUMBER (if applicable) <input type="text"/>	REPORT DATE <input type="text"/>
JOB TYPE	<input type="checkbox"/> UNPLANNED BREAK DOWN MAINTENANCE	<input type="checkbox"/> SCHEDULED ATTENDANCE B/DOWN MAINTENANCE <input type="text"/> Attendance Date <input type="text"/> Attendance Time (24hr 0:00)	<input type="checkbox"/> <input type="checkbox"/> Minor Works Replace/Refurbish UNPLANNED \$ <input type="text"/> Estimated Budget	<input type="checkbox"/> PROPERTY SERVICES <input type="text"/> Attend by Date	SEE BACK OF FORM FOR PRIORITY RESPONSE TIMES FOR EACH OF THE FOLLOWING 5 ZONES: Metropolitan Urban Outer Remote Isolated
PRIORITY	<input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 Fee Applies 3 - 4 only	Call Out Fee Applies (If attendance greater than 30 Calendar Days No Call out fee)	<input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 \$5000 max limit Fee Applies 3 - 4 only	<input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 Fee Applies 3 - 4 only	

PAYMENT DETAILS

AGENCY CODE	AGENCY ACCOUNT CODE <input type="text"/>	AGENCY REFERENCE <input type="text"/>
	GENERAL REFERENCE <input type="text"/>	
	EXTERNAL RECHARGE <input type="text"/>	

COST CATEGORY

SITE ONLY	BUILDING ONLY	
01 – Paved Areas / Roads	51 – Walls and Built-in Fixtures	74 – Building Preventative Maintenance
02 – Mains Water (External)	52 – Glass	76 – Electrical Preventative Maintenance
04 – Fencing / Gates / Site Access	53 – Electrical	78 – Electronic Preventative Maintenance
05 – Sewer System (External)	56 – Plumbing	80 – Fire Preventative Maintenance
06 – Irrigation	57 – Roof / Gutters / Downpipes	84 – Mechanical Preventative Maintenance
09 – Storm Water / Surface Drains	58 – Hot Water Service	86 – Fire Preventative Maintenance
12 – Grounds / Trees	59 – Floor Coverings	88 – Plumbing Preventative Maintenance
22 – Cleaning / Hygiene	60 – Room Heater (Gas / Oil / Electric)	93 – Equipment Preventative Maintenance
31 – Industrial Doors	61 – Heating / Cooling Plant	
33 – Warm Water System (Multiple Bldgs)	64 – Lifts Maintenance	
37 – Graffiti (Multiple Buildings)	66 – Building Works Internal (General)	
38 – Plumbing (Multiple Buildings)	68 – Graffiti (Building Only)	
39 – Electrical (Multiple Buildings)	70 – Pest Control	
40 – Glazing (Multiple Buildings)	89 – Siteworks Preventative Maintenance	
42 – Carpentry (Multiple Buildings)	92 – Equipment / Furniture	
45 – Security Services	98 – Warm Water System	

Print Name

Signature



PRIORITY RESPONSE TIMES FOR EACH ZONE

Priority	Metro	Regional South Australia Only			
		Urban	Outer	Remote	Isolated
PLEASE NOTE: P1 & P2 REQUESTS CAN NOW BE RAISED IN FAMIS					
1	Within 45 minutes	1 hour	2 hours	*Same day before 1PM	2 days
2	Within 2 hours	3 hours	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 1PM if not by 1PM next day					
After Hours Priority 1	1 hour	1 hour	2 hours	Same day	2 days
Note: Allow up to 30 Minutes processing time by Hotline					

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 Designated 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 Attend by date if the job is scheduled attendance breakdown maintenance (when you request work to
- 11 Estimated budget if the job is unplanned minor work or replacement refurbishment (i.e: install power point)
- 12 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 excluding scheduled attendance breakdown maintenance.
- 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
- 16 Scheduled attendance breakdown maintenance call out fees apply, jobs with attendance greater than 30 calendar days - no call out fee applies

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.