



**HOTLINE REQUEST FORM** Version 1.15

**FACSIMILE NUMBER (08) 8226 5297**

**EMAIL AGFMAHotline@sa.gov.au**

**Please include priority in the email subject line**

**ALL PRIORITY 1 & 2 RESPONSES MUST BE TELEPHONED ONLY – Call Out Fees Apply**  
Region Southern Facilities Services Ph. 1300 316 277 Region Central Spotless Ph. 1300 319 055  
Region Northern Spotless Ph. 1300 342 911 Regional South Australia Facilities Services Ph. 1300 116 336

<b>Site Location Number</b>		<b>Date:</b>
<b>Site Name</b>		
<b>Site Address</b>		
<b>Building Description</b>	<b>Building No:</b>	<b>Room No:</b>
<b>Site Contact</b>	<b>Tel:</b>	<b>Fax:</b>
<b>Required Trade</b>		
<b>WORK / JOB DESCRIPTION:</b>		

Please indicate if vandalism work & tick type as appropriate

<b>VANDALISM</b> <input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> <b>I</b> Business Hrs. Perpetrator Identified	<input type="checkbox"/> <b>O</b> After Hrs. Perpetrator Identified	<input type="checkbox"/> <b>E</b> Other forms of Vandalism	<b>CRIME REPORT NUMBER:</b> (If Applicable) <input type="text"/>	<b>REPORT DATE:</b> <input type="text"/>
<b>JOB TYPE</b>	<input type="checkbox"/> <b>UNPLANNED BREAKDOWN MAINTENANCE</b>	<input type="checkbox"/> <b>SCHEDULED ATTENDANCE B/DOWN MAINT.</b> <input type="text"/> Attendance Date <input type="text"/> Attendance Time (24hr 0:00)	<input type="checkbox"/> <input type="checkbox"/> Minor Wks Replce/Refurb <b>UNPLANNED</b> \$ <input type="text"/> Estimated Budget	<input type="checkbox"/> <b>PROPERTY SERVICES</b> <input type="text"/> Attend by Date	<b>SEE BACK OF FORM FOR PRIORITY RESPONSE TIMES FOR EACH OF THE FOLLOWING FIVE ZONES METROPOLITAN URBAN OUTER REMOTE ISOLATED</b>
<b>PRIORITY</b>	<input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 Fee Applies 3-4 only	<input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 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 \$5,000 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**

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

**COST CATEGORY**

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

**Print Name:**

**Signature**



**PRIORITY RESPONSE TIMES FOR EACH ZONE**

Priority	Metro	Regional South Australia Only			
		Urban	Outer	Remote	Isolated
<b>ALL PRIORITY 1 and 2 RESPONSES MUST BE TELEPHONED ONLY</b>					
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 1PM if not by 1PM next day					
After Hours Priority 1	1 hour	1 hour	2 hour	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. An attend by date if the job is scheduled attendance breakdown 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 excluding scheduled attendance breakdown maintenance. 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
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.