



# COUNTRY HOTLINE REQUEST FORM, NON – FAMIS CLIENTS

Version 3.0

## FACSIMILE NUMBERS

Berri 8582 3051

Whyalla 8644 0110

Clare 8842 3873

Mount Gambier 8723 0743

Port Lincoln 8683 0330

Murray Bridge 8532 6422

Port Augusta 8641 0809

Port Pirie 8632 0631

### FAMIS CLIENTS TO USE HOTLINE REQUEST FORM Version 1.16

#### ALL PRIORITY 1 & 2 RESPONSES MUST BE TELEPHONED & THEN FAXED OR EMAILED

Berri 8582 1733

Port Lincoln 8682 1077

Mount Gambier 8724 9866

Port Augusta 8642 2277

Whyalla 8645 9288

Murray Bridge 8532 2122

Port Pirie 8632 3366

Clare 8842 3844

<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>			

#### WORK / JOB DESCRIPTION

#### Please indicate if vandalism work & tick as appropriate

<b>VANDALISM</b> Yes No	<input type="checkbox"/> <b>I</b> Business Hours Perpetrator identified	<input type="checkbox"/> <b>O</b> After Hours Perpetrator identified	<input type="checkbox"/> <b>E</b> Other forms of vandalism identified	<b>CRIME REPORT NUMBER</b> (if applicable) <input type="text"/>	<b>REPORT DATE</b> <input type="text"/>
	<b>JOB TYPE</b>	<b>UNPLANNED BREAK DOWN MAINTENANCE</b>	<b>UNPLANNED BREAK DOWN MAINTENANCE</b>  <b>Attend by Date</b> <input type="text"/>	Minor Works Replace / Refurbish <b>UNPLANNED</b>  \$ <input type="text"/>  <b>Estimated Budget</b> <input type="text"/>	<b>PROPERTY SERVICES</b>  <b>Attend by Date</b> <input type="text"/>
<b>PRIORITY</b>	<input type="checkbox"/> 1 <input type="checkbox"/> 2 Call Out Fee Applies	<input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 No Call Fee Applies	<input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 \$3000 max limit	<input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 Fee Applies 3 - 4 only	<b>Note:</b> Allow up to 30 minutes processing time by Hotline

#### 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"/>	

#### 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
37 – Graffiti (Multiple Buildings)	61 – Heating / Cooling Plant	
38 – Plumbing (Multiple Buildings)	64 – Lifts Maintenance	
39 – Electrical (Multiple Buildings)	66 – Building Works Internal (General)	
40 – Glazing (Multiple Buildings)	68 – Graffiti (Building Only)	
42 – Carpentry (Multiple Buildings)	70 – Pest Control	
45 – Security Services	92 – Equipment / Furniture	
89 – Site Works Preventative Maintenance	98 – Warm Water System	

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 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 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.