

Guide – AGFMA - Issue Resolution



This guide has been prepared to assist Agencies to resolve issues that may arise from time to time under the Across Government Facility Management Arrangements (AGFMA) before they lead to a formal dispute.

This Guide sets out the suggested process for Agencies, the Facility Management Service Provider and the AGFMA Section (as Administrators of the arrangement) should an issue arise.

Issues may range from a local concern that may be easily resolved by your facility manager, to larger matters that may require escalation to an Agency Advocate to negotiate a resolution.

The table below sets out generic scenarios and a suggested approach Agencies should adopt to resolve issues.

Type of issue	Example	What to do
Site specific requirements (minor issues)	<p><i>Sub-contractor not complying with site requirements.</i></p> <p><i>Behaviour of sub-contractors on site (minor issues).</i></p>	<p>Discuss with subcontractor (if possible).</p> <p>Speak to your Facility Management Service Provider in the first instance.</p>
Work Health and Safety	<p><i>Observation of unsafe work practices or sub-contractors not complying with site Work Health and Safety requirements, placing workers, employees and visitors at risk.</i></p>	<p>Instruct to stop work immediately if risk to safety of workers or others.</p> <p>Notify your Facility Management Service Provider.</p> <p>If no resolution from Facility Management Service Provider notify your <u>Agency Advocate</u>.</p>
Cost	<p><i>Cost of work provided.</i></p>	<p>Clarify with the FMSP and ask for additional information.</p> <p>Dispute the claim in FAMIS.</p>

		Advise Facility Management Service Provider. If dispute unresolved refer to <u>Agency Advocate</u> .
Work Quality	<i>Quality of work undertaken.</i>	Speak to your Facility Management Service Provider in the first instance. Dispute the claim in FAMIS. If unresolved notify your <u>Agency Advocate</u> of concerns.
Responsiveness	<i>Time taken to complete works and/or invoicing.</i>	Speak to your Facility Management Service Provider in the first instance. If unresolved notify your <u>Agency Advocate</u> .
Report Quality	<i>Quality of service delivery plans or condition reports</i>	Speak to your Facility Management Service Provider in the first instance. Notify your <u>Agency Advocate</u> .

Further information can be found Key Documents section on the [AGFMA website](#). Refer to the Dispute Resolution section of the **Facilities Management Services Arrangement - Agency Work Procedure Manual**.

Your Facility Management Service Provider may provide you with the appropriate escalation process to follow that is relevant to your site or Agency.

Agencies may also have their own internal processes to escalate AGFMA issues (other than FAMIS) and you may need to refer an issue to your Agency Representative.