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Dear Agency Leads,

Since my below email to you on Monday, several Agency Leads have requested Cure Plan metrics be provided so you can see what metrics are being recorded, what the trends are showing etc.

It has since been agreed with Ventia that they will commence providing this group a Cure Plan summary metrics report on a fortnightly basis until the end of March 2022. The report will be issued on a Friday, commencing 25 February 2022.

Regards

Simon

Email to Agency DL

Subject: AGFMA Update for Agency Leads / Senior representatives

Dear Agency Leads,

I last provided an update to this group nearly three weeks ago, in late January 2022. With multiple activities occurring, I wanted to provide a further general update, as well as provide commentary on a number of AGFMA activities that need your consideration and, in some instances, further action on your behalf.

General AGFMA update

I am hoping you and your teams are seeing improvements with the Ventia operations of the AGFMA since my last email, however we acknowledge that there is still much to be done to meet the State's requirements and reach a steady state of operations for all participants.

The Ventia Cure Plan (improvements plan) continues to be closely monitored by DIT, with new items being added as they emerge. The target remains to have the majority of the Cure Plan closed out by the end of February 2022, although with additional items being added and additional metrics being tracked, my view is this will continue into March 2022.

Key aspects of the Cure Plan include (but are not limited to):

- P1 and P2 response times – overall there has been a significant improvement in the dispatch times of these jobs. This will continue to be monitored and improved.
- Preventative Maintenance activities – contractors are completing these work orders, although it is noted the administrative requirements on some contractors and agencies is proving problematic. Ventia has identified an area they can improve on immediately in terms of grouping tasks and is continuing to work on additional improvements to facilitate the bulk completion and bulk claiming of work orders.
- Contractor issues – many contractors are still having issues with the system and this remains a key focus for Ventia, with workshops planned for next month.
- Agency user experience – it is noted significant frustrations remain. Common issues are being identified, improvements are being made, and further training is being provided by Ventia.

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- Data Cleansing – there is a process to review all data transferred from State systems such as SAMIS to Ventia, and what is currently visible (or not) to you.

Metrics are being used to track progress of the above.

The Cure Plan remains a strong focus of mine, as well as my Chief Executive Tony Braxton-Smith.

Agency Representatives Survey

Further to the issues detailed above, both the AGFMA Directorate and Ventia want to make sure we have identified and are addressing any gaps and/or issues you and your agency representatives are experiencing. To that end a Participating Agency Representative Survey is being finalised to assist in this process.

This survey has been developed in collaboration with Ventia and the responses will inform changes and enhancements moving forward. Ventia have released a similar Contractor Survey which was also developed using a collaborative approach.

The survey link has been emailed to all agency representatives who use Ventia's work order system (Panorama). We encourage you to take the time to complete the survey, as well as encourage all representatives within your respective agencies to do the same. We are keen to ensure that we receive responses that represent the large AGFMA portfolio. The survey closes on February 25, 2022.

When responding, you can utilise this feedback opportunity to not just highlight issues that require resolution, but also to help optimise the approach so that the full benefits of the AGFMA can be realised.

Agency Leads Distribution List

Ventia has been sending out weekly updates to agency users and contractors since December 2021, advising important information about system issues, new initiatives, enhancements etc, to ensure that agencies and contractors are kept abreast of the latest developments.

However, given your leadership role within your organisation as it relates to the AGFMA, we feel, in consultation with Ventia, that it is important that more specific updates are provided directly to each of you. We will be referring to this group as 'Agency Leads'.

At the bottom of this email is our current list of Agency Leads based on your MoAA nomination, or who our teams have had senior interactions with – **please review this and advise myself or Liz Musson if you want any additions/changes/deletions to your suggested nominations**. We will then use the revised list moving forward as the Agency Leads distribution list.

AGFMA Reform Team & Agency Lead Updates

The AGFMA Reform team was established within DIT to manage and oversee the AGFMA Reform program. This group was led by Josh Hubbard, reporting directly to me.

Now that the AGFMA is operational, the AGFMA Reform team has been replaced by the ongoing AGFMA Directorate, led by Michael Conroy. So, moving forward if you wish to discuss any matters, feel free to reach out directly to me, or to Michael and his team. A number of Reform staff such as Liz Musson, who you have had many interactions with, are now part of Michael's team to ensure continuity of knowledge.

Michael will start communicating via the Agency Leads distribution list as required.

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Ventia will also commence using the Agency Leads distribution list to provide updates. Ventia updates will come from either David Zensea or Rhys Barker.

David Zensea

AGFMA Project Director

Ventia

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Rhys Barker

Executive General Mgr Social Infrastructure

Ventia

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Please also note you are welcome to contact either David or Rhys if you wish to discuss any matters of concern directly with Ventia leadership.

Conclusion

Both the AGFMA team and Ventia acknowledge that Participating Agency Representatives and contractors alike have been experiencing challenges as part of the implementation of new systems and processes to deliver a safe and effective AGFMA. Please be assured every effort continues to be made to move to a steady state of operations as quickly as possible.

Agency	Representative
Art Gallery SA	Mark Horton
Attorney-General Department	Paul Spandrio Steven Dix
Auditor-General Department	Clare Boyle
Barossa, Hills and Fleurieu Local Health Network (LHN)	Daniel Panic
Botanic Gardens and State Herbarium of SA	Andrew Carrick Robert Roether
Carrick Hill Trust	Matthew Bennett
Central Adelaide LHN	Elke Kropf Sajeev Nair Angelo Mignanelli
Courts Administration Authority	Andrew Pearson
Dept. for Child Protection	Paul Summerton Terry Hollands

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Dept. for Correctional Services	Chris Sexton Deborah Sansone
Dept. for Education	Bill Glasgow Terry Fantis Angela Reid
Dept. for Energy and Mining	Georgi Iley
Dept. for Environment and Water	Grant Pelton Tony Centofanti
Dept. for Health and Wellbeing	Brendan Hewitt Ann-Louise Smith Arvin Kaur
Dept. for Infrastructure and Transport	Mohammed Elgazzar David Yates Kate Matchett
Dept. for Innovation and Skills	Nathan Hissey
Dept. for Primary Industries and Region	Michelle Griffiths
Dept. for Trade and Investment	Rebecca Lang
Dept. of Human Services	Suzanne McKell
Dept. of the Premier and Cabinet	Aaron Lawn
Dept. of Treasury and Finance	Chris Grant-Allan Chris Evans
Eyre and Far North LHN	Malinda Watson
Flinders and Upper North LHN	Trevor Byles
Government House	Hugh Borrowman Peter Pannach
History Trust of SA	Donna Timms
Limestone Coast LHN	Ravinder Singh Peter Seebohm

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Northern Adelaide LHN	Con Sgoutas Hieu Pham Peter Mullen
Office for Recreation, Sport and Racing	Anthea Shem
Outback Communities Authority	Janelle Greatbatch
Parliament House	David Woolman
Riverland, Mallee and Coorong LHN	Michael Rohde
SAFECOM	Kristy Phelps Mike Lynch
South Australian Metropolitan Fire Service	Simon Crass
South Australian Museum	Brent Collett
South Australian Police	Karen Kochergen Suzy Donnellan
South Australia SA Arid Lands Landscape Board	Patrice Badcock
Southern Adelaide LHN	John O'Connor Raj Shastri Bob Crossman
State Library SA	James Glenn
TAFE SA	Craig Patterson Lanna Grundy Kirsty Tydeman
Women and Children LHN	Steve Pavloudis

Regards

Simon Morony

Executive Director, Across Government Services

Department for Infrastructure and Transport

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