

Agency Representatives,

Further to earlier updates, I provided a summary of the AGFMA Directorate response to the important Agency Feedback and newly introduced AGFMA Ventia Improvement Initiatives to support optimised AGFMA delivery in line and in accordance with the contractual arrangements. I am pleased to provide the following update.

### **AGFMA Directorate Improvements**

The AGFMA Service Coordination team in keeping with the information provided earlier, are in the process of updating the AGFMA Website with additional information and a refreshed layout.

#### [AGFMA Website Link](#)

In addition, and as an element of an overarching review of the information made available the team are in the process of updating a series of fact sheets and these will be finalised (and loaded) onto the AGFMA website under Fact Sheets ( [Link](#) ) by the end of the week as indicated below.

1. **AGFMA Work Types** <sup>NEW</sup> – In conjunction with Ventia this fact sheet has been developed to provide comparison information and Ventia naming convention comparisons for former work types vs new work types to assist agency site representatives when logging jobs.
2. **Annual Service Delivery Plan (ASDP) Approval Escalation Process** <sup>NEW</sup> – provides information regarding the management of and escalation if required due to timing delays.
3. **Annual AGFMA New Agency or Change to Agency Process** <sup>NEW</sup> – provides information on initiating an Agency Change either through a Machinery of Government (MOG) or New Agencies seeking to join the AGFMA.
4. **Data Validation** <sup>UPDATED</sup> – added details to make the fact sheet more up to date.
5. **Inflight Projects** <sup>UPDATED</sup> – to include contributing factors of project delivery and potential timing lags that may influence a small amount of inflight works.
6. **ICT Security** <sup>UPDATED</sup> – minor changes to make the Fact sheet more up to date.

In addition, a specific AGFMA Booklet which is close to completion will incorporate an overview of the arrangements and key information on the model. I will provide updates shortly and advise when this Booklet will become available; we are aiming for no later than mid-June.

### **Ventia Improvement Initiatives**

In my previous communications I provided a tabled summary of current Ventia initiatives that have been implemented to fast track the enhancement of the performance of the AGFMA. Ventia have been working closely with the AGFMA Leads and important planning is underway and progress will continue over the coming months and beyond.

#### [Dedicated Working Groups and Project Teams](#)

I am pleased to be in a position to provide a favourable update on specific progress since my last update to make sure that you as Agency Leads are aware of the work which has progressed. Ventia are due to release the relevant information Fact sheets that support the business processes tabled below.

Name	Purpose/topics	Update 16 May 22
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## OFFICIAL

New Agency or Change to Agency	To ensure the process is clear for Machinery of Government (MoG) changes, or should new agencies seek to join the AGFMA	AGFMA Fact sheet developed) link above)  Ventia Fact Sheet will be made available by the end of May
Process for adding new Assets	To ensure the process is clear to add new assets (such as those built as part of a major school upgrade) to Ventia's system.	Ventia Fact Sheet will be made available by the end of May

### Experience Improvement Program

In addition since my last communication, the Agency Experience Improvement Program managed through a working group comprising both Ventia and senior AGFMA lead representation, have developed the program of work based on known issues and rectification with key deliverables being established with weekly reporting to allow strong tracking ability to monitor activities to resolution.

Name	Purpose/topics	Update 16 May 22
Agency Experience Improvement Program	To identify, track and monitor program of works to ensure improvements and enhancements to Ventia processes and Systems are delivered and issues are resolved	Program planning and development has been established in line with issue resolution. Weekly meeting and respective reporting established

### Next steps

DIT and Ventia both appreciate how critical communications are, especially as these frustrations and challenges are managed and the improvements are implemented.

If you as Agency Representatives believe you are not receiving the information you need and or have suggestions or further queries, please reach out to the AGFMA team on the following email address, [DIT.AGFMASC@sa.gov.au](mailto:DIT.AGFMASC@sa.gov.au)

Regards,

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