

## Welcome Note

Year 2020 has been a year of Business Continuity Planning (BCP). The response on 18 November to the COVID-19 Parafield Cluster ‘circuit breaker’ was a great example of good BCP. During the event work orders were triaged for critical life and asset safety. It was the first time that the AGFMA Hotline was not available for an extended period, as Services SA was deemed a non-essential service. Functionality improvements to FAMIS issued in March 2020 supported the BCP response. Since then the FMGG has approved that the functionality for Priority 1 and Priority 2 online work orders remain.

More recently, the introduction of COVID-19 QR sign in, the AGFMA Hotline number is consistently reaching line capacity due to the surge of queries to Services SA. Changes to business processes in AGFMA are supporting the SA Government response to COVID-19 and I thank you for your contribution.

Agencies are encouraged to review internal processes and ensure that work requests and cancellations are submitted online via FAMIS.

### AGFMA REFORM

The first stage of the procurement, an open and competitive Expression of Interest process has been completed. The following parties (listed in alphabetical order) have been selected to participate in the second stage, an Invitation to Supply (ITS) process;

- BGIS
- Jones Lang LaSalle
- Spotless
- Ventia

The ITS commenced in December 2020 and will close in March 2021. Following which, submissions will be evaluated with the objective of making a purchase recommendation to Government in mid-2021. Transition to the Future AGFMA will then begin, with the future providers commencing from late 2021. Provision of Facility Management (FM) Services under the existing AGFMA operating model will remain in place until late 2021.

Want more information on Future AGFMA? Subscribe for updates [here](#).

**Rebecca Hoskin, Manager, AGFMA**



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## SAFETY ALERTS

### Importance of Maintenance

The Asset Management Council recently published an article on the learnings from the Dreamworld inquest on the importance of maintenance. A copy of the article is available [here](#).

The article is a reminder of the importance of undertaking safety audits and risk assessments, the criticality of managing, maintaining and sharing relevant asset information and how leadership and culture all contribute to maintaining a safe environment.

### Fire Risk - T8 fluorescent light fittings

A recent fire incident in a building is a timely reminder to consider replacing all old T8 type fluorescent light fittings with new technology such as smaller and more efficient T5 fluorescent fittings or LED fittings.

Aged T8 fluorescent fittings lamp ballast (a small transformer mounted in the light fixture base) can fail. A failing ballast can get extremely hot, then become a fire hazard. Failure usually starts with a strong smell and smoke coming from the ballast.

A fluorescent fixture where some or all of the lamps shut off by themselves, and later come back on, is probably a fixture with a failing ballast and should be attended to by a licensed electrician. The old T8 type tubes are easy to identify as their diameter is about the width of 2 fingers whereas a T5 is half the size.

There are a wide variety of lamps and ballasts available that can replace older fluorescent lights fittings to T5 technology that saves energy and extends lamp life. Even more efficient and cost effective tubular lamp LED technology is now a common recommended alternative.

Contact your FM Service Provider who can arrange an electrician to inspect and replace the whole fitting. Investment in replacement can achieve energy savings and reduces health and safety risks.

Photo showing different types of  
Fluorescent tubes

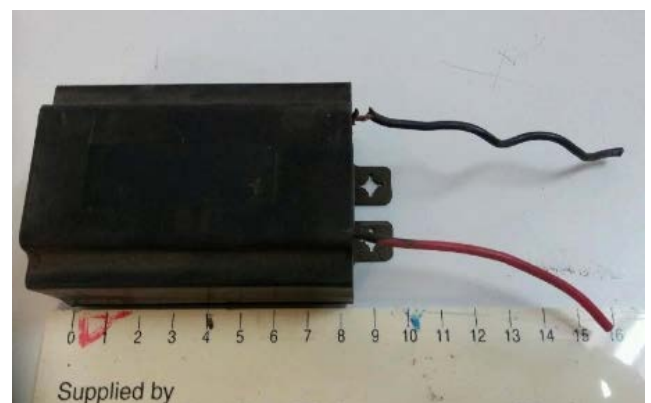


T12

T8

T5

Photo of burnt out Ballast



## Safety Alert - Asbestos Management

### Asbestos in Glazing and Caulking materials

A Safety Alert has been published relating to disturbing asbestos materials in glazing and caulking materials for glass and frames of windows, there is the risk of possible exposure to asbestos containing materials (such as mastics and putties) when removing or disturbing glass and frame of windows, particularly for those installed prior to 2004. A copy of the Safety Alert can be accessed [here](#).



## CONTRACT MANAGEMENT AND AGENCY ADVOCACY

### Agency Focus Groups

An integral part of the delivery of the AGFMA is in the delivery of regular Agency Focus Groups.

**What are they?** Focus Groups are regular meetings intended to facilitate discussion of FM Service Provider and Agency progress in all aspects of performance under the AGFMA and related issues.

**What we do?** The AGFMA Directorate has an important role in advising and assisting agencies and a key aspect of this is attendance of Agency Focus Groups. In 2019-20 FY Agency Advocates attended 160 Focus Group meetings. Agency Advocates attend these meetings to:

1. Review reports;
2. Discuss important issues;
3. Disseminate information (machinery of government changes, policy changes, COVID information, safety alerts etc);
4. Discuss risks or disputes.

**What agencies do?** Agencies should use Focus Group time to:

1. Assess and deal with relevant issues and risks;
2. Discuss strategic issues around FM service delivery;
3. Review reports and other data to assess outputs of the FMSP;
4. Build rapport with FM Service Provider staff.

**What FMSPs do?** FM Service Providers are responsible for:

1. Setting up Focus Group meetings;
2. Provide detailed reports;
3. Discuss relevant issues;
4. Discuss and capture risks in agency risk registers.

## Agency Focus Groups - Future Focus?

Whilst COVID restrictions have disrupted some Focus Group meetings and made interaction more difficult, Agency, FMSP and Agency Advocates are continuing Focus Groups'. As near the end of the existing Contract and Framework in late 2021, up-to-date data, accurate risk registers and thorough understanding of all asset, site, FM and related issues has never been more important for all parties.



## PREVENTATIVE MAINTENANCE – Technical Advice: Trees



Source: The Advertiser

AGFMA has been liaising with agency representatives about tree maintenance, inspections and arborist auditing. At one site 2 trees have fallen down over the last year causing damage to a road and a building (approx. \$10,000).

A new TDS has been developed for tree inspections or auditing. If identified through a hazard assessment, that a service is required, the activity and frequency will need to be site and tree specific.

Contact your FM Service Provider for **Arboriculture Services (Assessment or Removal)** or **Landscape Maintenance Services**

## PREVENTATIVE MAINTENANCE – Update on Technical Data Schedules (TDS)

TDS Review Package 4 has been completed and issued to the FMSPs and TDS agency stakeholder group. Review Package 5 is underway and is to be issued early 2021.



**New TDS** - Three new TDSs are being included: ET34 Portable GPS devices, ME93 Dual Fuel Boilers and PL30 Interactive Water Features.

PL30 Interactive Water Features are becoming increasingly popular in schools, child care centres, community parks and public spaces. For more information refer to the Facility Services article on Page 10.

### AGFMA Hotline and AGFMA Service Desk

#### Christmas, New Year Arrangements 2020-21 and Australia Day 2021

Please note below the operating dates for the AGFMA Hotline and AGFMA Service Desk for the Christmas / New Year period.



DATE	AGFMA HOTLINE	AGFMA Service Desk
Monday, 21 December 2020	7:30 AM to 5:00 PM	8:00 AM to 5:00 PM
Tuesday, 22 December 2020	7:30 AM to 5:00 PM	8:00 AM to 5:00 PM
Wednesday, 23 December 2020	7:30 AM to 5:00 PM	8:00 AM to 5:00 PM
Thursday, 24 December 2020	7:30 AM to 5:00 PM	8:00 AM to 5:00 PM
Friday, 25 December 2020 (Christmas Day Holiday)	AFTER HOURS Only	CLOSED
Saturday, 26 December 2020	AFTER HOURS Only	CLOSED
Sunday, 27 December 2020	AFTER HOURS Only	CLOSED
Monday, 28 December 2020 (Proclamation Day Holiday)	AFTER HOURS Only	CLOSED
Tuesday, 29 December 2020	7:30 AM to 5:00 PM	8:00 AM to 5:00 PM
Wednesday, 30 December 2020	7:30 AM to 5:00 PM	8:00 AM to 5:00 PM
Thursday, 31 December 2020	7:30 AM to 5:00 PM	8:00 AM to 5:00 PM
Friday, 1 January 2021 (New Year's Day)	AFTER HOURS Only	CLOSED
Saturday, 2 January 2021	AFTER HOURS Only	CLOSED
Monday, 25 January 2021	7:30 AM to 5:00 PM	8:00 AM to 5:00 PM

## FM AND AM CAPABILITY PROGRAM 2020-21

### Asset Management Training

#### IAM Certificate Award

Over the past two years, the AGFMA Directorate have been coordinating asset management training across government agencies. The training is endorsed by the Institute of Asset Management (IAM) with 67 state government employees, including 23 from the Department for Infrastructure and Transport successfully gaining qualifications.

Following completion of the training, many have now gone on to sit the IAM Certificate exam.

Congratulations to those recently awarded the IAM Certificate, including:

**Road Assets:** Janey Mitson; Andrew Bosco, Nelson Mendoza and David Poli.

**AGFMA:** Rebecca Hoskin; Mark Peterson; Nicky Will and David Herbert

**Property:** Peter Jackel; Emma Burdett; Jim Paspaliaris; Daniel Fisher; Carly Adams and Travis Marwe



# Certificate

in Asset Management



*Nicky Will, Andrew Bosco, Emma Burdett*



*Dave Herbert, Mark Peterson*

#### *Some of the recent IAM Certificate recipients*

## 2021 Risk and Compliance Management Training

Registrations of interest are being sought from agencies for nominations for the Risk & Compliance Management course that will be available online from January 2021. The course has been developed from the two day workshops held in 2019/2020. The online course is expected to take approximately 3 hours to complete.

Please speak to your Agency representative if you are interested in undertaking this training. For further information please contact [Julia.Demusso@sa.gov.au](mailto:Julia.Demusso@sa.gov.au)

## STRATEGIC ASSET MANAGEMENT

A recent presentation to the SAMF Working Group reinforced the importance of maintaining relevant and up-to-date asset data.

Whilst COVID-19 has been a dominant theme of 2020, the effects of the bushfires at the end of 2019 and early 2020 had catastrophic consequences for the National Parks & Wildlife Services team at Department for Environment and Water. On Kangaroo Island alone over 150,000 hectares were affected.

Within only a few days of the event, National Parks & Wildlife Services were able to provide promptly to the insurance assessors, asset information to evaluate the extent of the loss and insurance claim. A total of 3,752 assets were destroyed and a further 142 partially affected. A monumental task, for which the team relied on up to date and accurate asset data to support the insurance claim process.

Sharing the experience and lessons learnt with other Agencies was greatly appreciated by the group and a testament to the value of maintaining asset data that is relevant to the needs of the agency.



Before



After



## NEWS FROM SPOTLESS

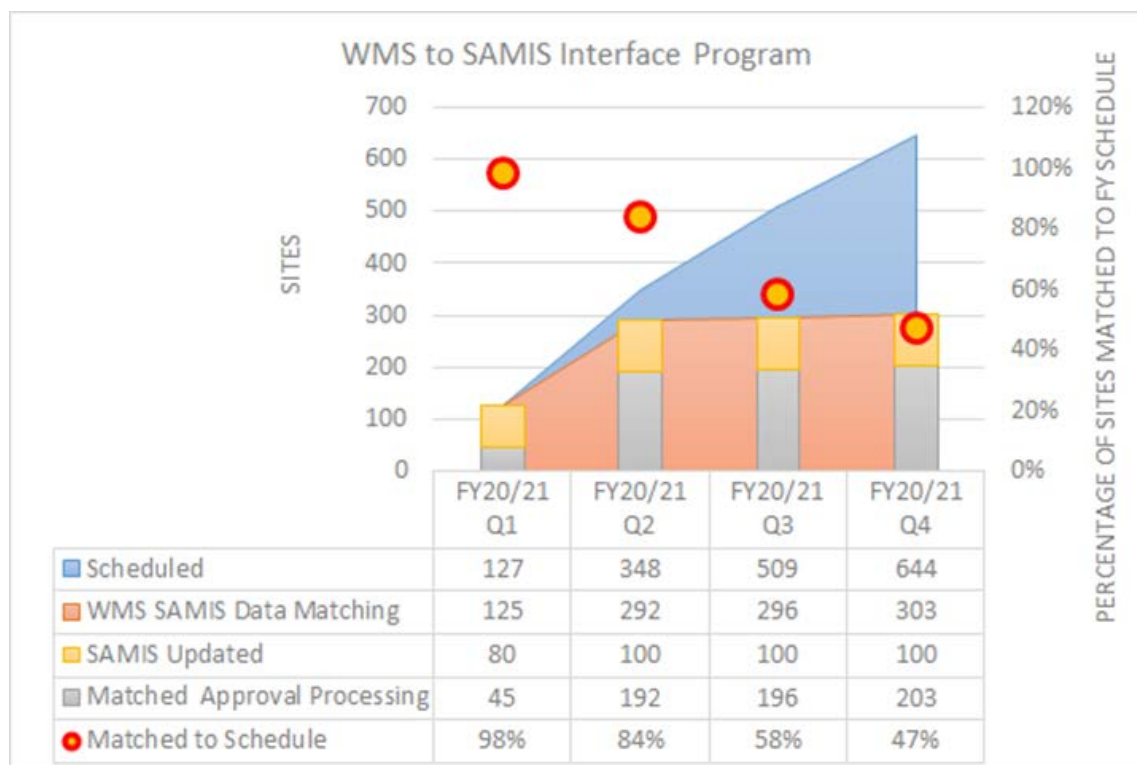
### SAMIS - WMS Interface

Late last year a joint activity between the AGFMA and Spotless completed a project which provided for a direct interface between the Spotless Plant and Equipment register (WMS) and SAMIS. This change provided for a more complete asset register and improved consistency with the way assets from each site are structured and identified under their respective hierarchies.

After a successful trial early this year Spotless undertook to upload the bulk of sites where hierarchies existed through the new interface. Over 600 sites were targeted for FY20/21.

Shown below is an update of that program. As can be seen, good progress has been made in the first two quarters where almost 50% of the target 644 sites has been asset matched. Once matched, hierarchies aligned and assets distributed, Spotless seeks Agency support and approval to interface that site data directly into SAMIS.

Excellent early results have been seen. As an example, the Flinders Medical Centre, with more than 7,000 assets achieved a 75% first-pass interface success rate (It is now rating over 95% in terms of asset hierarchy mapping accuracy). With continued strong Agency support during this process, this program is expected to continue to deliver vastly improved SAMIS data integrity which will benefit all SAMIS users



Until next time, Wayne Rudland, Spotless, FMS Contract Manager



## NEWS FROM FACILITIES SERVICES

### INTERACTIVE WATER FEATURES (IWF)

Potentially non-compliant Interactive Water Feature's (IWF) were first noticed in a commercial setting when an officer from the Office of the Technical Regulator (OTR) noticed children were drinking from the IWF. The observation led Facilities Services staff and the OTR to undertake an infield inspection / review at a metropolitan primary school outdoor learning area

Within an outdoor learning environment there are two predominant types of IWF, with either direct mains pressure connected to a hand pump, or with a "break tank" and "Float valve" connected to a hand pump.

Between August and November 2020, Facilities Services have undertaken 564 audits / surveys across regional and metropolitan designated locations resulting in 177 confirmed IWF's, 164 requiring remediation to obtain compliance. Remediation of these IWF's could be as straight forward as installing "Do Not Drink" signage or may require plumbing contractors to assess and install Reduced Pressure Zone Backflow Prevention Devices (RPZD).



Spotless has also been made aware of the issue and advising potentially impacted Agencies.

The following links provide additional information and guidance.

- [OTR's Plumbing Advisory note – Interactive Water Features](#)
- [OTR's Plumbing Advisory note – Hydraulic designs](#)
- [OTR's Hydraulic Design Submissions](#)
- [SA Health fact sheet - Managing Health Risks](#)

**Michael Conroy, Manager, Facilities Services**

## AGFMA STAFFING

### Javier E. Rowe

I joined the AGFMA team in September 2020 as Delivery Manager (acting).

Over the last +20 years I have worked in a number of IT roles across multiple industries and countries. I have an interest in Digital Transformation and IT Governance and have somewhat always been involved in organisations undergoing deep transformations and restructures. The only constant in life is change!

My hobbies include practising water sports and cooking, my weekends are spent mainly on the beach or in front of a charcoal barbeque.



### Jeff Justin

I joined the team here at AGFMA at the end of October 2020, so I am still settling in.

As the AGFMA Quality Assurance and Contracts Support Officer, I am reviewing the Quality Assurance Framework and undertaking coordination of the testing and reporting program.

After many years working in Chartered Accounting audit firms and a stint in Private Health as a Finance Manager, I started my first contract with the SA Auditor-Generals Department in 2018.

While there I worked on the SA Health, Innovation and Skills and Environment and Water audits. Other SA Govt. contracts include work at Flinders Medical Centre Office for Research and the SA Electoral Commission.

I enjoy bicycle riding around Adelaide with rides taking me as far as Outer Harbour, Tea Tree Gully, Norton Summit, McLaren Vale and Aldinga and into the Hills to Woodside. My grown up family and 4 preschool grandchildren also keep us busy.

I relax while tending our small vegetable and flower garden and walking on the beach.

## USEFUL INFORMATION AND LINKS

Go to [https://dit.sa.gov.au/facilities\\_management](https://dit.sa.gov.au/facilities_management)

Or select Asset Management from the DIT website.

Further information on the role of members of the AGFMA team

[https://www.dit.sa.gov.au/facilities\\_management/contact\\_us](https://www.dit.sa.gov.au/facilities_management/contact_us).

### AGFMA Hotline:

Metropolitan Adelaide (Region N) Northern – 1300 342 911

Metropolitan Adelaide (Region C) Central – 1300 319 055

Metropolitan Adelaide (Region S) Southern – 1300 316 277

Regional SA – 1300 116 336

**FM Arrangements brochure:** this publication provides an overview of the FM Services Arrangements, services provided, benefits of participation and roles and responsibilities of the parties within a contract based on collaboration: [https://dit.sa.gov.au/\\_data/assets/pdf\\_file/0008/484226/AGFMA\\_Brochure\\_2015-2024.pdf.pdf](https://dit.sa.gov.au/_data/assets/pdf_file/0008/484226/AGFMA_Brochure_2015-2024.pdf.pdf)

**Agency work procedure manual:** this document provides a guide to the work procedures to be followed by employees of South Australian agencies participating in the Across Government Facilities Management Services Arrangements to request, monitor, accept and approve for payment facilities management services provided under the FM Services Arrangements:

[https://dit.sa.gov.au/\\_data/assets/pdf\\_file/0015/273210/Agency\\_work\\_procedure\\_manual.pdf](https://dit.sa.gov.au/_data/assets/pdf_file/0015/273210/Agency_work_procedure_manual.pdf)

**SAMIS:** your link for all things SAMIS:

[https://www.dit.sa.gov.au/facilities\\_management/agfma\\_information\\_systems/samis](https://www.dit.sa.gov.au/facilities_management/agfma_information_systems/samis)

**FAMIS:** FAMIS holds information on the facilities management activity within agencies using the Across Government Facilities Management Arrangements. This information is available to FAMIS users within each agency via a password authenticated login: <https://famis.sa.gov.au/famis/login/login.jsp>

### CONNECT:

Every Friday the DIT Chief Executive Officer, Tony Braxton-Smith, sends out a synopsis of what has occurred across the department the preceding week. CONNECT can be accessed here:

<https://dit.sa.gov.au/>

### CONTACT NUMBERS:

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