

OFFICIAL

Dear Agency Representatives,

Since my recent communications regarding Asbestos Management the Annual Service Delivery Process and the AGFMA Fee structures, I believe it timely to provide a further update on important activities that have been taking place through Agency Connect sessions, the Agency Experience Programs, and associated projects.

AGFMA Directorate Information and Updates

I will be taking leave from today, Monday 11 July to Wednesday 10 August and John Thrippleton will be acting as Director AGFMA.

As previously communicated whilst as Agency Representatives your first point of contact should be through Ventia, the AGFMA Directorate are able to address escalated concerns on your behalf and are here to provide support and assist as and where required.

Annual Service Delivery Plan and Budget Process 2022/23

It is important that Agencies continue to liaise with Ventia to finalise the 2022/23 ASDP and ensure it is established as a priority. This establishes the agreed services and levels to be provided which are approved by the Chief Executives of your respective Agencies.

The AGFMA will monitor and support this process and engage the escalation process if approval is not gained in the 1st quarter of 2022/23.

Agency Experience Improvement Program

The dedicated Experience Improvement Program for Agencies has commenced the first interactive Connect Sessions. The AGFMA team alongside Ventia representatives have introduced the improvement focus areas and have started work with Agency Representatives to gain specific input into the improvement program relating to specific systems and operational enhancements and improvements including the already identified improvements outlined in the below focus areas:

- Improved Priority job allocation (P1-P4) and resolution
- Improved help-desk process, awareness, and responsiveness (24/7)
- Improved System functionality and usability
- Efficient Project initiation and reporting improvement
- Improved Asset maintenance and management including improved visibility within IT systems
- Improved engagement and communication
- Improved availability of information and reference material including procedures
- Improved reporting and trackability for all work orders and projects
- Improved training and consistency on use and access to Ventia's systems
- Improved Contractor work allocation

AGFMA will ensure that information on common issues is provided to all Agencies along with progress toward and reporting of progress to resolving these issues.

Contractor payments

Some agencies have communicated concerns that some contractors are not being paid. The AGFMA are able to assist and escalate concerns where known. Please forward any concerns to the following email address, DIT.AGFMA@sa.gov.au.

Communication

In line with my previous communications the AGFMA appreciate how critical timely information and updates are, especially as these frustrations and challenges are managed and the improvements are implemented.

If you have suggestions, and or challenges that you feel are not being addressed and or further queries, please reach out to the AGFMA team on the following email address, DIT.AGFMA@sa.gov.au

Regards,

Michael Conroy

Director, Across Government Facilities Management Arrangements

Across Government Services

Department for Infrastructure and Transport

T (08) 8490 6100 (86100) • M 0408272050 • E michael.conroy@sa.gov.au

Level 6, 77 Grenfell Street, Adelaide SA 5000

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