

DIVISION OF  
Facilities Management

# Operational Services – Generic Service Level Agreement

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<b>Related legislation</b>	
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## Introduction

Charles Sturt University has an extensive portfolio of infrastructure, buildings and land that in 2014 terms was valued at \$1.2 billion dollars. It is therefore important that an investment of this size is appropriately operated and maintained to ensure that the alignment between the extensive asset holdings and the delivery of the institutional mission is made.

Each year through the University's recurrent operational budget allocation process, the Division of Facilities Management (the Division) receives funding to provide services to the University community, including: strategic planning; statutory compliance; building and grounds maintenance; custodial cleaning services; and other ongoing operational services including payment of the University utilities accounts.

Maintenance is not a glamorous task. There is very little public relations benefit from relining a sewer or changing a transformer in a substation. However these background works are essential for business continuity and necessary to allow the University to keep functioning. Maintenance requires a commitment of resources in an environment of competing demands. The risks of under-resourcing maintenance can be managed only through sound planning, informed decision-making and professional management.

Managing the myriad of competing demands within the available recurrent funding is a difficult and demanding task, especially in a climate of increasing costs brought about by factors, such as: stringent compliance; rapid university growth; extended academic programs; increasing service expectation and environmental considerations.

The alignment of the Division's operational activities with the institutional mission is articulated through the 2011-2016 Strategic Maintenance Plan and funding is allocated in accordance with achieving the stated objectives of the Plan which uses the following prioritisation elements to inform decision making:

- statutory compliance;
- workplace health and safety;
- impact on learning, teaching and research;
- risk management/business continuity;
- asset life cycles;
- public appearance; and
- property loss/damage.

### Purpose

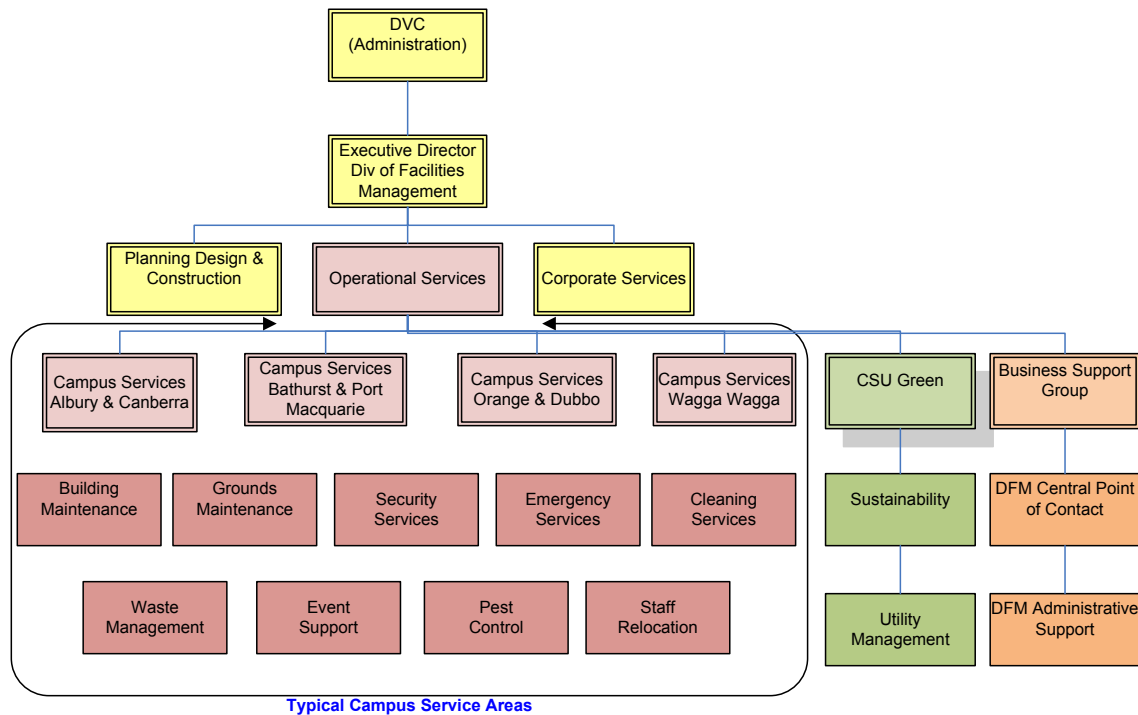
The purpose of this Service Level Agreement is to inform the University community of the range of services the Division of Facilities Management, Operational Services Department provides, a description of 'core' and 'non-core' services; how to access these services, response times for these services and the responsibilities of Division and the building occupants.

### Department of Operational Services (OS)

Within the Division of Facilities Management, the Operational Services department is responsible for the delivery of a diverse range of services that can be categorised into the following key service areas:

- maintenance services;
- grounds services;
- janitorial services;
- security services;
- cleaning; and
- corporate services.

## Key Operational Services and Reporting Structure



### Operational Services Mission

The research, investigation and the motivated application of technical competence to continually improve the efficient an effective operation of the University's built environment within a sustainable environment.

### Operational Services Vision

The Operational Services department will be Charles Sturt University's facilities service provider of choice with an embedded "can do" attitude founded on client-centred values where our staff are recognised for their skills and commitment.

### Operational Services Mission

The Operational Services department will be integral to the Division's strategic planning process and provide effective stewardship of campus facilities by ensuring all resources are effectively and efficiently focused towards supporting our students and staff in their pursuit of academic excellence.

### Service Level Objectives

The objective of this Service Level Agreement is to define the maintenance service delivery standards by:

- clarifying maintenance responsibilities for building and grounds assets;
- specifying the minimum requirements for the management of maintenance;
- ensuring that assets are adequately maintained;
- ensuring that associated risks are effectively managed;
- ensuring that land and building assets perform effectively and efficiently throughout their service life;
- ensuring appropriate decisions are made in selecting maintenance strategies;
- ensuring that a sound basis exists for the allocation of maintenance funds; and

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- providing an equivalence of service to staff, students and visitors at any one of the University's campuses and selected sites.

### Governance and Key Accountabilities

The Division of Facilities Management is the University's authority in regard to the operation and maintenance of University's facilities and as such the Division is accountable for:

- acting as 'building owner' in respect of asset management and compliance with statutory and regulatory building requirements;
- acting as the "consent authority" in respect of alterations, additions, change of functionality, etc;
- acting as the maintenance service provider of choice in relation to the built environment; and
- alignment of the built-environment with the institutions mission.

## Accessing Services

### Point of Contact

There are two recommended methods to access the Division's services. They are:

1. **Service in this Service Level Agreement** – The web based Remote Request System (BEIMS) is the recommended method of registering a request for the variety of services contained in this Service Level Agreement; and
2. **Other services** – The Client Services Centre (CSC) is the Division's central communication hub for general information and administrative enquiries. The CSC has trained staff ready to offer a client-focused response to any facilities management issue.

The Operational Services department has an established policy of not accepting non-urgent requests for services over the telephone, e-mail, verbally, etc. and generally will only accept requests made through the web based Remote Reporting System.

While it is our intention not to accept routine requests for work through any other means than through BEIMS the CSC will readily accept reports for **urgent work** or to accept calls from clients who may be unfamiliar with our processes.

### Client Service Centre Contact Details

The CSC operates during normal business hours from 9.00am to 5.00pm Monday to Friday. A case number will be assigned for tracking and follow-up purposes for those matters that cannot be addressed immediately.

Please refer to the Division of Facilities Management [home page](#)

### After-hours contacts

Outside normal working hours the University's [security staff](#) will receive phone requests and, if required, access an emergency on-call service provider to facilitate an appropriate outcome for our clients.

### How to Register a Remote Service Request

There is a comprehensive network of facilities representatives located on all campuses that are authorised to access the Remote Request System and you are encouraged to filter all service requests through this valuable resource in your building. If you are unsure who your facilities representative is please contact the CSC on ext: 86DFM or 0263 386 336.

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### **Follow-up**

The CSC is available to receive calls enquiring on progress associated with your service request. To allow our staff to provide a quick response to your enquiry please quote the "Request Number" from the BEIMS summary screen when you call.

### **BEIMS Training**

The Operational Services department conduct demonstration and training sessions from time-to-time to provide our clients with the skills necessary to use this web based method for reporting maintenance issues and submitting service requests.

## Service Standards

All service requests are assigned a priority rating which is determined by Operational Services staff based on the information received from the requestor and knowledge of the other work at hand.

### Response Time Definitions

As indicated in the following table work priorities are categorised from Critical to Planned and allocated a response and completion time.

Rating	Response	Completion	Definition of Work Request
Critical	1 hour	24 hours	Immediate risk to: personal safety or security; business continuity; major asset integrity; or the environment
Urgent	4 hours	48 hours	Immediate risk to: staff/student welfare; prevention of critical asset failure; thermal comfort in a closed facility; research project;
Important	8 hours	7 days	Impending risk to: teaching, learning & research activities; non-urgent WH&S work; non-urgent student/staff welfare; thermal comfort in an open facility;
Routine	48 hours	28 days	No discernible impact to: delivery of teaching, learning & research activities within specified timeframe
Planned	14 days	As agreed with client	Work subject to planning requirements and/or a programmed start date. Usually of a larger scale than routine maintenance activities i.e. Minor Works, etc.

**Note:** Times expressed in calendar days.

**Response** The passage of time from the point at which the task was accepted by the Division to the point at which the first "quality" attempt is made at resolving the issue. This response is made by staff with the skills and/or authority to initiate the service and is not a response from a call centre staff member.

**Completion** The measurement of time from the acceptance of the task to the time at which the task is completed or has reached the point of practical completion and is fit to be used for the intended purpose.

Critical & Urgent tasks: Tasks classified as Critical or Urgent shall be considered completed within this designation when the status of the task can be considered to be safe or fit for use in its intended purpose.

Other categories of tasks shall be fully completed within the designated completion time in accordance with Table 2.

**Reassignment** In the case of a Critical or Urgent request an expedient response is paramount to achieving a successful outcome and containing the risk. Once the risk has been removed, the situation made safe or the service returned, the task can be reassigned to important (7 days) or routine (28 days) and fully completed within that new designation.

Task reassignment is only possible after agreement from the Manager, Campus Services.

### Continual Improvement Process



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The Division of Facilities Management is committed to maintaining a high level of customer service and encourages feedback via the feedback link on the Division’s [homepage](#). Service complaints should, in the ***first instance***, be directed to the CSC.

Key Performance Indicators (KPI’s) will be monitored to ensure that the delivery of maintenance services meets desired standards. The KPI’s are detailed in Table 2 and are attached to this document.

### **Service Level Guideline Exclusions**

- facilities not owned by the University;
- facilities excluded by formal lease arrangements or Deed of Understanding, etc;
- facilities or part thereof managed by divisions and recognised as CSU enterprises;
- facilities or part thereof managed by faculties to generate an income and therefore could contribute towards the cost of maintenance activities; and
- other recoverable expenditure including small project renovations, interior design services and capital construction.

### **Building occupants are responsible for:**

- reporting all maintenance requests through the preferred notification process in a timely and accurate manner;
- ensuring that their use of the facilities does not negatively impact on the appearance, condition or life of building;
- that the amenity of the campus is not adversely impacted by its use;
- that staff students and visitors comply with University policy in relation to authorised access and safe use of the campus facilities;
- reporting building related faults to the Division’s Customer Service Centre;
- funding building related work that falls outside the scope of this SLA; and
- seeking early consent in relation to those issues outlined in the Division’s governance and accountabilities.

## Financial Matters

### Core Funding Responsibilities

Each year through the University's recurrent budget allocation process, the Division of Facilities Management receives funding to provide selected operational and maintenance services to the University community at no cost. These services include: strategic planning; statutory compliance; building and grounds maintenance; cleaning services; security services; and other ongoing operational services including payment of the utilities consumed by the faculties and divisions.

Work identified as the Division's responsibility will be prioritised and programmed within funding levels and available resources. Building occupants may choose to fund maintenance work if they require an outcome sooner than the normal maintenance funding program can deliver.

### Non-core Funding Responsibilities

In addition to the core services provided to faculties and divisions, Division of Facilities Management, as the University's facilities authority, has responsibility to provide similar services to university enterprises and affiliated bodies accommodated in University property. Under the prevailing University funding model the Division is not funded to provide these services and is compelled to recover the cost of these services from the enterprise budget centres (see Service Level Agreement exclusions) to replenish the funding for its core responsibilities.

### Maintenance Procurement

All services including statutory and preventive maintenance services will be procured in accordance with the New South Wales State Purchasing Policy and Charles Sturt University's Administrative Procedures Manual. Wherever possible, services shall be sourced in a competitive marketplace and tenders will be evaluated on providing best value for money. Service contracts are to have stated measurable performance objectives and standards with measurable indicators and compulsory performance audits.

The Operational Services department negotiates and administers maintenance service agreements for each campus of the University and selected sites. Skills and resources under these agreements will be accessed to deliver services as required to supplement the availability of internal staff.

### Types of services covered by service agreements include:

- general cleaning services including window cleaning;
- roof gutter cleaning;
- pest, vermin and noxious weed control;
- fire compliance inspection and testing services;
- elevator maintenance;
- termite control;
- air conditioning maintenance including chilled water and Legionella control;
- waste disposal, recycling services, trade waste removal; and
- general grounds maintenance.

### Cost Recovery

Those items or services that are subject to cost recovery processes are identified in this Service Level Agreement and generally relate to services performed for University enterprises, auxiliary units or affiliated bodies and specific services subject to external funding, such as some research activities, which are all recoverable from the client at the time of service delivery. Therefore, unless stated elsewhere, in all cases enterprises are charged for services identified in this Service Level Agreement as both 'recoverable and non-recoverable'.

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Generally the Division is responsible for funding building repairs and maintenance that is due to fair wear and tear. Where possible, maintenance work resulting from misuse and vandalism will be charged to the appropriate party.

Special requests from faculties or divisions for services not considered as core services, or a request outside the normal schedule for routine maintenance, are generally billable to those cost centres.

### **Invoicing**

For those services that are performed on a cost recovery basis, the Operational Services department will invoice cost centres each quarter. Invoices shall provide a transparent and accurate reflection of the costs and be presented in a clear and concise format.

For more detailed information about the Divisions services, please visit our [website](#).

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## **Catalogue of Services**

**PROVIDED BY THE  
DIVISION OF FACILITIES MANAGEMENT  
THROUGH THIS  
CORE SERVICE LEVEL AGREEMENT**

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### Sustainability

The Office of CSU GREEN sits within the Department of Operational Services and provides guidance and advice to students and staff in relation to sustainability best practise and implements a range of initiatives that contribute this same objective.

#### Core services include:

- Facilitation of the [Learning in Future Environments Sustainability Index](#)
- Scoping, management and delivery of resource efficiency projects
- Overseeing the management and improvement of the University's biodiversity assets
- Development and implementation of student and staff awareness programs
- Coordination of the [CSU Annual Sustainability Grant Program](#)
- Custodians of the University Energy Management System and sub-metering network
- Supporting the operating of the University Sustainability Advisory Group and Campus Environmental Committees

CSU GREEN operationalises the vision of CSU becoming a recognized leader in the application of environmental and social sustainability through its operations, teaching and research activities, and community engagement initiatives

Please contact the CSU Green office at [csugreen@csu.edu.au](mailto:csugreen@csu.edu.au) for enquiries or to request services.

## **Cleaning Services**

The Department of Operational Services provides cleaning services on a scheduled basis. Operational Services consults with clients to determine a satisfactory level of cleaning based on the Strategic Cleaning Management Framework.

### **Core services include:**

- cleaning according to current codes and standards;
- daily cleaning of restrooms;
- scheduled general cleaning of offices, classrooms and laboratories;
- maintenance of the hard floor surfaces, including dusting, damp mopping, burnishing, stripping and refinishing; and
- carpet care including vacuuming and shampooing (budget permitting).

The Operational Services cleaning team is specifically trained to clean and maintain all types of floor coverings at the University and is familiar with the special needs that each floor covering requires.

### **Additional services offered by Operational Services should be scheduled through the CSC. These recoverable services include:**

- clean-up after special events;
- refrigerator cleaning;
- microwave cleaning;
- work scheduled outside normal service times or areas; and
- requests for cleaning services which are in addition to the official cleaning schedule

Please contact the CSC for enquiries or to request services.

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### **Building Services**

Building services involves work to existing building interior fittings and architectural components.

#### **Examples of core services include:**

- repair and maintenance to existing doors and door hardware;
- repair and maintenance to interior tile surfaces;
- repair and maintenance of walls and ceilings;
- repair of torn carpeting;
- repair of window coverings;
- repair of office furniture and fittings (where it is efficient to do so);
- provision of standard office establishment, such as; shelving, whiteboard, etc. in accordance with the Division's space standards and design guidelines;

#### **Recoverable services are those that are additional to core services, including:**

- repair of damage caused by others under control of the Faculty/Division/Entity;
- renovations or modification of any kind;
- relocation of existing office establishment: relocating shelving, whiteboards;
- assembly or construction of office furniture or fittings that are additional to the standard establishment;
- repair of non-standard furniture or fittings;
- hanging of picture frames, etc; and
- any service provided to enterprises, auxiliary units or affiliated bodies that results in a cost to the Division.

Please submit a request through the BEIMS remote request system.

### **Carpet Replacement**

Carpet in office spaces typically last between fifteen (15) years or more while carpet in corridors and common areas can deteriorate at a faster rate. The Division of Facilities Management includes an assessment of carpet condition and the useful life remaining in its rolling condition assessment process, however the available funding will inform the decision to replace or repair carpet and other flooring.

The Division will facilitate the urgent repair or replacement of carpet that has deteriorated to a point where it could constitute a WH&S concern.

The cost of carpet and floor covering replacement associated with enterprises, auxiliary units or affiliated bodies is not funded from the Division's budget.

Please submit a request through the BEIMS remote request system.



## **General Repairs**

Operational Services provide a free service for a significant number of general repairs for faculties and divisions.

Examples of general repairs are as follows:

- light tube replacement;
- sticking doors;
- lock repairs;
- client thermal comfort (too hot or too cold);
- odour removal;
- water leak repairs;
- toilet repairs; and
- internal and external graffiti removal.

Costs associated with work for enterprises, auxiliary units or affiliated bodies are not funded from the Division's budget.

Please submit a request through the BEIMS remote request system.

## **Grounds and Landscape**

The grounds maintenance team maintains the aesthetics of 174 hectares of campus grounds.

**Normal routine activities for which clients are not billed include the following:**

### **Turf Care**

- Turf and grass areas are maintained as scheduled in the Strategic Grounds Management Plan. This process includes mowing, edging, path sweeping, aeration, fertilising, top dressing and over sowing.

### **Tree Care**

- Trees are monitored through a hazard identification process for disease and structural integrity. Any hazard is prioritised and attended to accordingly, to eliminate risk to personnel and property.

### **Floral and shrub Plantings**

- Minimal seasonal colour is planted to conserve water and maintenance costs.
- Plant species are chosen to: enhance the amenity and aesthetics of the campus; support native fauna; climatically appropriate; passive security and public safety features; non-invasive root systems; and low maintenance characteristics.
- Shrub gardens are pruned, fertilised and mulched as scheduled in the Strategic Grounds Maintenance Plan.

### **Irrigation**

- Irrigation systems are maintained and operated in accordance with best practise and in accordance with local water restrictions.
- The use of potable water is minimised to protect the horticultural assets of the University and to maintain a reasonable amenity and level of public appearance.
- Operational Services has implemented permanent self imposed water restrictions.

### **Hazard Identification**

- Trees, paths and grounds generally are inspected annually in a hazard and condition audit process. Hazards are then identified and prioritised for action.

### **Litter Control**

- Litter is removed on a daily basis or as part of the scheduled grounds maintenance process.

### **Recoverable services include:**

- Repairs required to landscape due to damage by others.
- Landscape enhancements.
- Special event support for non-core activities requiring additional servicing over the scheduled program.

Costs associated with work for enterprises, auxiliary units or affiliated bodies are not funded from the Division's budget.

Please submit a request through the BEIMS remote request system.

## **Elevators**

The CSC must be contacted for all elevator breakdown calls. Operational Services maintains this plant and equipment through contractual arrangements with specialist service providers who in addition to routine maintenance activities also offer emergency breakdown service.

Telephones located in the lift cars are linked to staff that can assist in obtaining an expedient response to a call.

### **Non-recoverable services include:**

- annual inspections (e.g. weight capacity, evaluation of speed, wait time, floor level tolerance, cables, hydraulics, electric motors and controls); and
- regular maintenance (e.g. hydraulic fluids, regular computer diagnostics and upgrades, cleaning of the pit, replacement bulbs in the car and buttons, etc).

### **Recoverable items include:**

- repair of damage caused by others under control of the Faculty/Division/Entity; and
- maintenance on plant and equipment provided for enterprises, auxiliary units or affiliated bodies.

Please submit a request through the BEIMS remote request system.

## **Painting and Decorating**

External and internal painted surfaces typically last for ten (10) years or more with the exception of high traffic areas or harsh environment. Operational Services is not funded to paint internally or externally on a ten year cycle; however Operational Services does try to paint in public areas and through an asset protection program.

### **Non-recoverable services include:**

- maintenance painting as described above.

### **Recoverable services include:**

- cosmetic painting when not required to address asset protection processes or prior to the need to do so through a condition based assessment;
- furniture refinishing;
- painting new furniture;
- changing colours on occupants request;
- repairing damaged walls caused by the occupant or someone under their control; and
- painting for enterprises, auxiliary units or affiliated bodies.

Please submit a request through the BEIMS remote request system.

## **Plumbing, Drainage and Gas Fitting**

Plumbing services are provided to ensure the campus infrastructure is properly installed and maintained to current code. Plumbing infrastructure includes sanitary, trade waste and storm water drainage systems; potable water reticulation; water supply for fire services; and natural gas reticulation.

### **Non-recoverable plumbing services include:**

- maintenance of all in-ground water mains and reticulating systems through the buildings including sanitary fixtures;
- repair and maintenance of plumbing components such as boilers, chilled water units, tanks, valves, traps, thermostatic mixing valves, RPZ devices, heat exchangers and water heaters;
- repair and maintenance of natural gas reticulation and hard plumbed fixtures;
- repair and maintenance of fire service reticulation and fire fighting fixtures; and
- repair and maintenance of sewage and stormwater reticulation systems and fittings.

### **Recoverable services include:**

- repair of damage by others to in-ground services, building systems and fixtures;
- maintenance and repair of appliances (e.g. dishwashers, dryers, clothes washers, etc.);
- installation of new equipment;
- repair or maintenance of faculty equipment (e.g. reverse osmosis, centrifuge, specialty gas lines, interceptor or neutralising pits, compressed air, etc.); and
- repair or maintenance of plant and equipment related to enterprises, auxiliary units or affiliated bodies (e.g. trade waste systems, farm services, wine producing equipment, food preparation systems, etc.).

Please submit a request through the BEIMS remote request system.

## **Electrical Services**

Electrical services are provided to ensure the campus infrastructure is properly installed and maintained to current code. Electrical infrastructure includes High Voltage reticulation; Low Voltage reticulation; and those electrical components considered to be part of the buildings basic electrical wiring.

### **Non-recoverable electrical services include:**

- maintenance of all in ground and above ground distribution networks owned by the University;
- repair and maintenance of electrical components such as lighting, 230 volt general purpose outlets, air conditioning and heating, hot water units, Residual Current Devices;
- repair and maintenance of fire detection systems;
- thermal imaging program;
- transformer oil tests; and
- electrical pole and conductor inspections.

### **Recoverable services include:**

- repair of damage by others to in-ground services, building systems and fixtures;
- several services listed above are recovered from enterprises, auxiliary units or affiliated bodies;
- maintenance and repair of appliances (e.g. dishwashers, dryers, clothes washers, etc.);
- installation of new equipment;
- repair or maintenance of faculty equipment (e.g. most laboratory equipment, reverse osmosis, specialty test equipment, fume hoods, linear flow cabinets, compressed air equipment, etc.); and
- repair or maintenance of plant and equipment related to enterprises, auxiliary units or affiliated bodies (e.g. trade waste systems, farm services, wine producing equipment, food preparation systems, etc.).

Please submit a request through the BEIMS remote request system.

## **Statutory Compliance**

Statutory compliance services are a requirement of law and are provided to ensure the campus infrastructure and equipment is properly maintained to current code for the welfare and safety of students, staff and visitors. Statutory compliance services are managed by the Department of Operational Services and are generally contracted to specialist service agents. Records are maintained on campus in accordance with the requirements of the State, Territory and local authorities.

### **Non-recoverable statutory services include:**

- inspection and testing of high voltage electrical distribution networks owned by the University including: thermal imaging, electrical pole and conductor inspections, transformer oil tests;
- inspection and testing of low voltage electrical components such as Residual Current Devices;
- inspection and testing of fire systems including: EWIS; fire panels and detection systems; interconnections between fire panels and HVAC systems; emergency exit and lighting systems; fire compartmentalisation components and systems;
- inspection and testing external security lighting to roads, carpark and pedestrian corridors;
- inspection and testing of Legionella control systems to cooling towers;
- inspection and testing of fresh air filters to air handling units;
- recording, inspection and containment of hazardous building substances.

### **Recoverable services include:**

- inspection, testing and tagging of electrical appliances and leads in accordance with University policy;
- inspection and cleaning of exhaust hoods above commercial cooking vats;
- several services listed above are recoverable from enterprises, auxiliary units or affiliated bodies; and
- inspection and testing of faculty equipment (e.g. most laboratory equipment including: specialty test equipment, fume hoods, linear flow cabinets, centrifuge and pressure vessels, etc.

Operational Services does facilitate compliance testing for our clients so please submit a request through the BEIMS remote request system if you require this service.

## **Preventative Maintenance**

The Division inspects, cleans, lubricates and prepares building equipment for seasonal use. Planned maintenance activities are typically completed at times when it has minimal impact on our clients use of the facilities.

**Most preventative maintenance is scheduled and provided at no cost to our clients. These services include:**

- changing air and water filters;
- replacement of belts;
- lubrication of motors;
- cleaning of coils;
- replacement of bearings;
- maintenance and repair of air filtration systems; and
- maintenance and repair of exhaust fans.

The services listed above are recovered from enterprises, auxiliary units or affiliated bodies.

Preventative maintenance is scheduled based upon recommended manufacturers details, best practise and available funding.

**Examples of items not the responsibility of Operational Services include:**

- constant temperature room, glasshouses, greenhouses, etc;
- freeze dryers, icemakers, etc;
- stoves and other cooking or food preparation appliances;
- incubators;
- shakers;
- centrifuges;
- glass washers and sterilizing equipment;
- scientific equipment;
- fume hoods, linear flow cabinets, etc; and
- any item of plant or equipment installed without the consent of DFM.

Please submit a request through the BEIMS remote request system.



## **Recycling**

General recycling services are provided or supported by DFM for all campuses. Where this service is provided buildings will be placed on a scheduled recycling pick-up program dependent upon a number of factors, including the volume and type of materials produced.

Where this service is provided, faculties and divisions may request recycling containers for their individual offices, rooms or common rooms by contacting the CSC.

### **Materials collected for recycling by O&M as non-recoverable service include:**

- white paper;
- mixed paper;
- magazines, books and newspapers;
- aluminium;
- glass marked recyclable;
- plastics containers for non-toxic contents; and
- corrugated cardboard.

### **Additional recycling services on negotiated terms include:**

- recycling of redundant files or excessive volumes of recyclables, for which additional containers can be provided;
- recycling phone books on a seasonal basis; and
- large scale faculty or divisional clean-ups.

### **Recoverable services are based on a non-profit making process and include:**

- shredding and subsequent recycling of confidential documents; and
- all recycling services for enterprises, auxiliary units or affiliated bodies.

Please visit the Divisions [home page](#) or submit a request through the BEIMS remote request system to request this service.

### **Secure Document Shredding**

Operational Services can facilitate a secure shredding service with a local contracted provider at a negotiated rate. The service will generally include the provision of locked security receptacles for your documents, pickup of these receptacles as coordinated by you with the supplier and recycling of the finished product.

**Recoverable services are based on a non-profit making process and include:**

- confidential shredding and subsequent recycling of confidential documents is not a core service of the Division and will be provided at cost to any group that requests this service with the addition of a small administration charge.

Please visit the Division's [home page](#) or submit a request through the BEIMS remote request system to request this service.

## **Roads and Hardscape**

Operational Services is responsible for the maintenance, repair and aesthetics of all exterior hardscape on campus, excepting those areas directly related to the activities of enterprises, auxiliary units or affiliated bodies.

Generally minor maintenance of roads and hardscape is carried out through planned and responsive maintenance activities. Large scale replacement of hardscape is generally not funded through the general recurrent maintenance budget allocation and is provided through Backlog Maintenance funds or Capital Management Program.

### **Maintenance services include:**

- roads;
- carpark;
- paved areas;
- footpaths;
- poles and chains;
- traffic advisory and general directional signage;
- stormwater gutters, inverts and drainage systems;
- marking of pedestrian crossing and road lines; and
- bollards.

### **Recoverable services are based on a non-profit making process and include:**

- the maintenance, repair and aesthetics of exterior hardscape directly related to the activities of enterprises, auxiliary units or affiliated bodies.

Please visit the Division's [home page](#) or submit a request through the BEIMS remote request system to request any of these services.

## **Access Control and Security Systems**

Security is an important process managed by DFM who is responsible for the selection, management, maintenance and repair of access control and intruder alarm systems on each campus, including those areas directly related to the activities of enterprises, auxiliary units or affiliated bodies. Operational Services security staff provide advice on the types of systems approved by the University and can facilitate installation and interface with the central access and security control system on behalf of our clients.

### **Non-recoverable security services include:**

- personal security advice to staff and students;
- regular mobile patrols of campus;
- lockout service for staff;
- security escort for staff and students at night (there may be a wait involved in the provision of this service);
- general lock repairs;
- maintenance of security panels and motion detectors;
- initial issuance of keys from grand master key system to new staff; and

### **Recoverable services are based on a non-profit making process and include:**

- issuance of keys from grand master key system to staff after an initial provision of a key;
- replacement of lost University access cards; and
- some services related to enterprises, auxiliary units or affiliated bodies.

Please refer to the [Controlled Areas Security and Access Policy](#) found in the University's policy library for further information.

Please visit the Division's [home page](#) or submit a request through the BEIMS remote request system to request this service.

### **Small Appliances**

The maintenance and repair of small appliances is not the responsibility of Operational Services, however in certain circumstances Operational Services can facilitate this service for our clients through a local contracted provider at cost, plus a small fee for administration.

**Recoverable services include:**

- any services related to small appliances.

Please visit the Division's [home page](#) or submit a request through the BEIMS remote request system to request this service.

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### **Special Events**

Operational Services provides assistance to faculties and divisions for special corporate event preparation. Sufficient notice is required to allow Operational Services to plan its other work activities around the event.

Non-recoverable services are offered for those tasks that can be completed during Operational Services normal working hours and for non-profit making events, and include:

- graduation;
- VIP visits;
- official openings; and
- official functions

#### **Recoverable services include:**

- event support performed on overtime;
- request for support with less than two working days notice;
- rental of equipment;
- electrical alterations to circuits, special equipment;
- special clean-up crews; and
- additional security.

Please visit the Division's [home page](#) or submit a request through the BEIMS remote request system to request this service.

## **Waste Removal & Pest Control**

Operational Services provides the following waste removal and pest control services to faculties and divisions free of charge:

- general waste removal from learning, teaching, research and office accommodation;
- vermin poisoning and trapping (i.e. mice, rats, feral cats);
- snake and possum relocation; and
- composting materials where applicable.

### **Recoverable services include:**

- those services listed above for enterprises, auxiliary units or affiliated bodies;
- for special profit making events;
- large volumes of collected waste, or redundant equipment, or disposable assets; and
- contaminated waste, biohazards, trade waste, etc.

Please refer to the Pesticides Management & Notifications Procedure found in the University's policy library for further information regarding pesticides.

Please visit the Division's [home page](#) or submit a request through the BEIMS remote request system to request this service.

## Staff Relocation

Division of Facilities Management can provide a service to assist faculties and divisions plan for and complete staff relocations and changes to office layouts. Larger projects require greater lead times to plan, however even minor relocations need to be planned in with other important work that DFM is responsible for. To facilitate this process all work requested shall be submitted in writing through the [BEIMS Service Request](#) or by contacting DFM’s CPC.

Generally, relocations of a minor require a minimum of two working days notice; however this may vary based on availability of resources.

Larger relocation processes will require significantly more notice prior to the move date to allow for sufficient planning, resourcing and interfacing with other stakeholders, including; DIT for data and telephony work, and Finance for the mail services, etc.

In some cases if the work required exceeds the Division’s resource levels it may be necessary to arrange external removalist to facilitate the relocation process and in this event the costs of relocation will be recovered from the requesting faculty or division.

**DFM will not relocate office furniture where office furniture already is provided at the point to which staff are relocating to. Where that is not the case the following relocation services are offered free of charge to our clients:**

- furniture (ie. filing cabinets, desk draws, bookshelves, chairs, fridges, microwaves, etc.);
- laboratory equipment (small equipment weighing less than 40kg); and
- boxed items

**Recoverable relocation services may include:**

- large scale relocations may require external removalist which will be subject to cost recovery;
- those services listed above for enterprises, auxiliary units or affiliated bodies;
- laboratory equipment (larger items);
- personal office furniture, items and equipment;
- after-hours relocations;
- work requiring external contracted resources;
- off campus storage;
- work normally the responsibility of the faculty or division; and
- requests received less than two ‘working days’ prior to the required relocation

**Note:** While the Division will take all precautions necessary to relocate property safely and without damage, it accepts no responsibility for damage or loss that is outside the control of the Division.

Division of Facilities Management will not relocate dangerous goods or personal property items.

Please visit the Division’s [home page](#) or submit a request through the BEIMS remote request system to request this service.



## Utilities

Core services provided by Operational Services on a non-recoverable basis include:

- campus high and low voltage electrical infrastructure;
- campus freshwater infrastructure;
- campus natural gas infrastructure;
- campus low and medium temperature central hot water reticulation network;
- campus grey water reticulation systems; and
- campus stormwater reticulation systems.

Services provided at no cost to enterprises, auxiliary units or affiliated bodies include:

- the demarcation point for recoverable expenditure is the point of connection to the system main. This point is usually where the service can be distinguished as predominately related to the enterprises, auxiliary units or affiliated bodies. This point can be underground and some distance from the facility it services.

Please visit the Division's [home page](#) or submit a request through the BEIMS remote request system to request this service.

## **Emergency Response**

DFM resources this process on several levels in support of campus emergency management and response procedures, including:

- participating in the emergency management team;
- acting as Chief Warden and Deputy Chief Warden positions where staffing allows;
- facilitating and coordinating evacuation training;
- liaising with local emergency services; and
- facilitating warden training and building evacuation plans.

These services are provided at no cost to enterprises, auxiliary units or affiliated bodies.

For further information, please refer to the [Critical Incident Response Group Procedure](#) for further information.

Please visit the Division's [home page](#) or submit a request through the BEIMS remote request system to request this service.

## **Parking Control & Traffic Infringement Management**

Operational Services provides assistance on several levels in support of campus parking control and management procedures, including:

- facilitating and coordinating of campus parking in accordance with University Policy;
- liaison with the local Traffic Advisory Committee regarding the registration and maintenance of traffic control devices on campus;
- liaison with the NSW Police in regards to compliance with NSW traffic infringement legislation on campus; and
- managing the allocation of parking permits.

These services are provided at no cost to enterprises, auxiliary units or affiliated bodies.

Restricted Parking means that once you enter the University campus you must park only in marked bays. If you park in an unmarked area or in bays signposted for Permit Holders Only or Disabled Parking areas without the appropriate permit you risk an infringement notice being issued. You may not legally park at road kerbs in the absence of marked parking bays.

Some bays in designated parking areas will be reserved for use by University service or fleet vehicle bearing the University decal, external service vehicles and vehicles displaying an approved permit. Such areas will be signposted as “Permit Holders Only”.

Any unauthorised vehicle that is parked outside a designated car park such as the grounds adjacent to student residences, sports fields or other landscaped areas shall be issued with an infringement notice. This policy is required to control unauthorised parking on University grounds that has resulted in degradation of landscaping, damage to irrigation systems and other services.

If for any reason there is an official requirement for a motor vehicle to stand on or travel across a landscaped area for a legitimate activity then prior authorisation should be obtained from the Manager, Campus Services, or the Client Services Coordinator, Office of Facilities Management.

Please refer to the [Parking and Traffic Management Policy](#) and the [Traffic Management, Parking & Parking Permit Procedure](#) for further information.

Please visit the Division’s [home page](#) or submit a request through the BEIMS remote request system to request this service.

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**Table 1 – Quick Reference Summary  
Funding Responsibilities for Faculties & Divisions**

Column 1	Column 2	Column 3	Column 4
	<b>Responsibilities</b>		
Funding Account	DFM	Faculty	Comments / Examples
<b>Building Element</b>			
Sub-structure	✓		Building Footings, in-ground services located under building
Building structure	✓		
Internal Fittings		✓	Photo frames, clocks, whiteboards, mirrors, curtains, drapes, blinds, internal plants
Internal Fittings – public areas	✓		Toilets, Corridors etc
Internal Finishes	✓		Toilet roll holders, carpets, floor coverings, painting, wall coverings
Fixed Furniture	✓		
<b>Service Elements</b>			
Electrical Lighting and Power Systems	✓		
Building Reticulated Services	✓		
Special Reticulated Services (gases, RO water etc) - fixed supply lines - gas bottles - filling of gas bottles	✓	✓ ✓	
Air conditioning/ventilation	✓		
Fire Protection Systems	✓		
Security Systems	✓		
Asbestos Building Materials	✓		
Lock Repairs	✓		
Key Replacement		✓	

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**Table 1 – Quick Reference Summary  
Funding Responsibilities for Faculties & Divisions *cont.***

Column 1	Column 2	Column 3	Column 4
	<b>Responsibilities</b>		
Funding Account	DFM	Faculty/ Division	Comments / Examples
<b>Site Elements</b>			
Site Works	✓		Roads
External Structures	✓		Fences, fixed garden furniture
External Services	✓		Drainage, power distribution
Landscaping / Grounds Maintenance	✓		Includes irrigation
<b>Other</b>			
Fixed Plant		✓	Fume cupboards, registered autoclaves, walk-in freezers/cold rooms/growth cabinets
Department Equipment – Fixed		✓	Biohazard units, laminar flow, workshop equipment & plant, scientific test rigs
Portable Equipment (including testing and tagging)		✓	
Telephones & Data, AV Equipment, TV outlets, antennae, satellite dishes		✓	Refer to DIT policy
Replacement office furniture	✓		Basic office establishment
Replacement loose Furniture/Seating	✓		Basic requirement
Signs Fixed Directional/corporate	✓		Refer to Visual Style Guide
Signs non-corporate		✓	
Kitchen equipment		✓	

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**Table 2 – Quick Reference Summary  
Funding Responsibilities for *Enterprises***

Service	DFM	Enterprise	Comment
Cleaning		✓	
Building services	✓	✓	Infrastructure Division of Facilities Management / Internal to building Enterprise
Carpet replacement		✓	
General repairs		✓	
Grounds & landscaping	✓		Division of Facilities Management where included in the Enterprise Level Agreement
Elevators		✓	
Painting & decorating		✓	
Plumbing, drainage & gas fitting	✓	✓	Infrastructure Division of Facilities Management / Internal to building Enterprise
Electrical services	✓	✓	Infrastructure Division of Facilities Management / Internal to building Enterprise
Statutory compliance		✓	
Preventative maintenance		✓	
Recycling		✓	
Secure document shredding		✓	
Roads & hardscapes	✓	✓	Infrastructure Division of Facilities Management / Internal to building Enterprise
Access control & security systems	✓	✓	Infrastructure Division of Facilities Management / Internal to building Enterprise
Small appliances		✓	
Special events	✓	✓	Supported by Division of Facilities Management where it is a corporate event
Waste removal & pest control		✓	
Staff relocation		✓	
Utilities		✓	
Emergency preparedness	✓	✓	Supported by Division of Facilities Management / managed by Enterprise
Parking control & traffic infringement	✓		

## Operations & Maintenance Definitions

**Table 3 – Maintenance Categories Definitions**

Maintenance	All regular and routine actions necessary for retaining an item or asset in, or restoring it to, its original condition (NCRB)
Backlog Maintenance	Maintenance that is necessary to prevent the deterioration of the asset or its function but which has not been carried out (NCRB)
Deferred Maintenance	Maintenance which is due to be carried out in the current financial year but which will not be carried out because of a shortage of funds or availability of parts. Deferred maintenance adds to the maintenance backlog awaiting attention. (NCRB)

**Table 4 - Broad Definitions for funding**

Maintenance Works	Capital Works	Minor Works
<ul style="list-style-type: none"> <li>• Repairing, maintaining &amp; replacing existing assets to the original standard</li> </ul>	<ul style="list-style-type: none"> <li>• Creating new assets</li> <li>• Improving or extending existing assets</li> <li>• Bringing items up to statutory compliance</li> <li>• Disposing of assets</li> </ul>	<ul style="list-style-type: none"> <li>• Creating new assets</li> <li>• Improving or extending existing assets</li> <li>• Bringing items up to statutory compliance</li> </ul>

### Funding for Building Works

The funding for the Division of Facilities Management related work can sometimes be confusing because different types of work are funded from different sources.

This confusion often creates conflict as various groups compete to obtain funds for their particular areas and interests. The main areas of conflict are between maintenance and new works (capital and minor works projects), and between Faculty and Division of Facilities Management funded minor works projects. To help overcome this problem, the model indicated in Table 3 above illustrates how funds are allocated in relation to building works.

**Table 5 - Maintenance Types**

Preventative Maintenance	The actions performed to retain an item or asset at in its original condition as far as practicable by providing systematic inspection, detection and prevention of incipient failure. Preventative maintenance is normally programmed (NCRB)
Corrective Maintenance	The actions performed as a result of failure to restore an item to its original condition. Corrective maintenance may or may not be programmed. (NCRB)

**Table 6 - Maintenance Delivery**

Programmed Maintenance	Maintenance assigned to be carried out within a specific period. (NCRB)
Emergency Maintenance	Corrective Maintenance which should be initiated immediately upon detection of a problem, such as for reasons of health, safety or security.(NCRB)
Routine Corrective Maintenance	Corrective maintenance excluding emergency maintenance.(NCRB)
Planned Maintenance	Maintenance actions which mostly recur on a predictable basis, including preventative and routine corrective maintenance.(NCRB)
Condition-based maintenance	A sub-type of preventative maintenance included as a result of knowledge of an item from routine or continuous checking. (NCRB)

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**Table 7 – Other Relevant Definitions**

Backlog Liability	Is the total estimate cost of the following categories of maintenance and capital work that are necessary but have not been carried out: <ul style="list-style-type: none"> <li>▪ backlog Maintenance;</li> <li>▪ backlog Refurbishment (Non-statutory);</li> <li>▪ backlog Refurbishment (Statutory);</li> <li>▪ backlog Access Works;</li> <li>▪ other Backlog Works.</li> </ul>
Backlog Maintenance	Maintenance that is necessary to prevent the deterioration of the asset or its function but which has not been carried out.
Backlog Refurbishment (non-statutory)	Refurbishments that are necessary to bring a room, building or service up to a new standard or alter it for a new use but which have not been carried out due to a lack of funding or other competing institutional priorities. Please note that this type of refurbishment constitutes CAPITAL expenditure.
Refurbishment (Statutory)	Refurbishments that are necessary due to a change in legislation or standards. Includes all health & safety deficiencies.
Backlog Access Works	All works necessary to meet current access codes or standards.
Other Backlog Works	All other outstanding deferred works not included above.
Strategic Asset Management	A systematic approach to the procurement, maintenance, operation, rehabilitation and disposal of one or more assets which integrates the utilisation of assets and their performance with the business requirements of asset owners or users.
Facility	A complex of buildings, structures, roads and associated equipment, such as a hospital, school, shopping centre, or the like, which represents a single management unit for financial, operational, maintenance or other purposes.
Facilities Condition Index (FCI)	The current condition of the Asset measured relative to its as-new condition. The FCI is determined by the formula: $FCI = 1 - (\text{Backlog Maintenance} / \text{ARV})$
Maintenance Index	Recurring maintenance expenditure as a percentage of asset value.

**Table 8 - Key Performance Indicators**

KPI	Measure	Target
Response Time	Time responded as per Table 1	Achieve minimum of 95% of specified response times.
Outstanding Work Orders	No. over 30 days No. over 60 days No. over 90 days	15% total work orders 10% total work orders 5% total work orders
Maintenance Index	% of maintenance budget/ total asset replacement value (ARV)	No less than 1.0%
Facilities Condition Index	% of total portfolio liabilities / total ARV	Minimum 85%
Health Safety and Environment	No. of serious WorkCover	0



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	reportable incidents.	
Condition Auditing	% of buildings audited by due date.	100%
Maintenance Customer Service Rating	% score from customer surveys.	Minimum 80%
Maintenance Ratio	% of responsive to planned maintenance activities	85% planned : 15% responsive

Table 9 – DFM Funding Model

