

Agency Representatives,

Further to my email sent 8 April 2022, where I provided a summary report on the Agency Survey, I can confirm that comprehensive improvements planning, and activities are well underway.

Whilst some improvements have already been made, many critical issues, and frustrations remain, and Ventia has a considerable amount of work to do to ensure an optimised AGFMA for all stakeholders and the AGFMA Directorate is working closely on several areas to assist and resolve delivery in accordance with the contractual arrangements.

Communications

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

To that end you would be receiving communications fortnightly as Agency Leads from David Zensea the Ventia Contract Director (AGFMA) and to all through an Agency Update on alternate weeks.

Our intent is to send out fortnightly AGFMA specific updates on the first and third Monday of each month moving forward in response to specific feedback from the 1st Facilities Management Governance Group (FMGG) held Thursday last week. These updates are intended to focus on State-side activities as they relate to the AGFMA Directorate, noting many of the improvement tasks will initially be communicated by Ventia as the responsible party.

AGFMA Improvement Initiatives

The AGFMA directorate are committed to supporting an optimised AGFMA for all stakeholders so that the full benefits of the AGFMA are realised.

Contractual mechanisms and controls are in place and being monitored including a robust KPI regime and linked performance 'credit' scheme for non-performance.

It is recognised that due to the various challenges and issues coupled with the changes to the structure of the AGFMA directorate that agency representatives may not be aware that the AGFMA Service and Coordination Team are the agency point of contact and escalation point should you believe that your complaints and or concerns are not being validated and or recognised.

Further to this and to implement AGFMA improvements the team are reviewing the AGFMA website content and looking to add an information booklet in the coming month which will outline the objectives, benefits and roles and responsibilities as a working reference document underpinned by the Memorandum of Administrative Arrangement.

Memorandum of Administrative Arrangements (MoAA)

The MoAA describes and delineates the roles and responsibilities of the Parties in the delivery of the AGFMA. It includes a roles and responsibilities (RASCI) table and KPIs directly from the Contract with Ventia. This is a useful document for Agency Leads to reference, including to understand the service levels Ventia should be providing Agencies.

It also reminds agencies of other obligations, such as not facilitating contract leakage.

Ventia Improvement Initiatives

Below provides a tabled summary of current initiatives that have been implemented to fast track the enhancement of the performance of the AGFMA.

[Dedicated Working Groups and Project Teams](#)

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Dedicated working groups and/or Project Teams have been established, to track monitor and resolve systemic issues and DIT has senior representation on each of these Working Groups.

Name	Purpose/topics
Preventative Maintenance	Improved visibility of PM compliance, statutory maintenance, and reporting.
Annual Service Delivery Plan (ADSP)	Oversight, track and monitor progress of the ASDP key elements, timeframe adherence and sign off/escalation through to ASDP operational execution.
Data Validation	Alignment to the Guiding Principles Approach, including Scope, Data Validation Process and Tracking, Reporting and Governance.
Registration of Plant and Equipment	Oversight of audit and review of Registration and Compliance, schedules and reporting.

Project Teams (with DIT involvement) have also been established to resolve the following:

Name	Purpose/topics
Agency Changes Process Improvement	To ensure the process is clear for Machinery of Government (MoG) changes, or should new agencies seek to join the AGFMA
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.
Asset Management functionality	To ensure Ventia provide a full Asset Management service as part of their systems solution. Whilst this project is being developed, aspects of historical State systems (such as SAMIS) are being retained temporarily.

[Experience Improvement Programs](#)

Ventia has commenced an Agency Experience Improvement Program managed through a working group with both Ventia and senior AGFMA lead representation.

The Agency Program will run alongside a respective Contractor Experience Improvement Program.

Both Programs will be closely monitored to track process improvements and system enhancements through a step change approach in the coming months, until end of June 2022.

The recent Agency survey and Contractor Connect roadshows are key inputs into the programs. All Improvements and Enhancements will be progressively Communicated through regular updates.

Next steps

We are keen to receive feedback on providing regular information and updates if you have any preferences, suggestions or further queries, please reach out to the AGFMA team on the following email address, DIT.AGFMA@sa.gov.au

Regards,

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