
Deakin University
Facilities Services Division

Partnership Agreement

September 2012

<https://staff.deakin.edu.au/services/facilities/partnership-agreement.php>

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1 Introduction

1.1 Purpose

This document outlines the services that Deakin University's Facilities Services Division (FSD) is currently funded to provide. The Agreement also identifies the roles and responsibilities of other areas of the University in relation to the delivery of these services.

1.2 Review of the Partnership Agreement

This Agreement will be reviewed on an annual basis by FSD, taking into account feedback received throughout the year. Discussions will be held with the areas for which the Division provides services, when changes are made to the defined service levels.

2 General service information

Support type	Hours of operation	Contact details
Facilities and Campus Services Front Desk Responses to work requests, faults and queries raised through FSD Work Request System www.deakin.edu.au/FSD/archibus/wr.php	Melbourne Burwood Campus and Geelong Waurn Ponds Campus: 8 am – 5 pm Monday to Friday excluding University holidays. Warrnambool Campus: 8.30 am – 3 pm Monday and 8.30 am – 12.45 pm Tuesday to Thursday, excluding University holidays. Work requests may also be lodged online at any time.	Geelong Campuses 522 71166 Melbourne Burwood Campus 924 46246 Warrnambool Campus 556 33103 Work requests: http://www.deakin.edu.au/facilities-services/services/work-request/raise-work-request.php

FSD web site www.deakin.edu.au/facilities-services/

3 Specific services

3.1 Cleaning, waste and pest control

Service	FSD's responsibilities	Partners' responsibilities
Cleaning <ul style="list-style-type: none"> Toilets / washrooms 	Daily <ul style="list-style-type: none"> Empty bins. Refill all dispensers. Clean and sanitise all toilet fixtures. Sweep and damp mop floors. 	Use bins provided. Report spills / missed services / unclean areas / restocking of consumables to FSD Front Desk immediately or raise a work request .
Cleaning <ul style="list-style-type: none"> Office areas 	Daily <ul style="list-style-type: none"> Empty bin. Monday / Wednesday / Friday <ul style="list-style-type: none"> Spot vacuum carpet. Tuesday / Thursday <ul style="list-style-type: none"> Dust surfaces (where accessible and safe). 	Keep areas (eg desk, floor) clear to enable cleaners to perform set tasks. Report spills / missed services / unclean areas to FSD Front Desk immediately or raise a work request
Cleaning (internal space) <ul style="list-style-type: none"> Public space Corridors Foyers 	Daily <ul style="list-style-type: none"> Empty bins. Spot clean horizontal surfaces. Spot clean glass. 3 times per week <ul style="list-style-type: none"> Spot vacuum carpets. 	Use bins provided. Report spills / missed services / unclean areas to FSD Front Desk immediately or raise a work request .
Cleaning <ul style="list-style-type: none"> Teaching spaces (including general research spaces and laboratories) 	Daily <ul style="list-style-type: none"> Empty bins. Spot vacuum carpets. Spot clean desk tops. Weekly <ul style="list-style-type: none"> Clean whiteboard surfaces. 	Observe No Food / Eating signage and use waste bins appropriately. Report cleaning spills / missed services / unclean areas / restocking of consumables to FSD Front Desk immediately or raise a work request .

Service	FSD's responsibilities	Partners' responsibilities
Cleaning <ul style="list-style-type: none"> • Lunch rooms • Kitchenettes 	Daily <ul style="list-style-type: none"> • Empty bins. • Clean and sanitise sinks and bench tops. • Damp mop vinyl floor. Half Yearly <ul style="list-style-type: none"> • Strip and seal floors. 	Keep areas tidy. Use waste bins. Dispose of food leftovers. Wipe up spills. Report cleaning spills / missed services / unclean areas to FSD Front Desk immediately or raise a work request .
Waste	Daily <ul style="list-style-type: none"> • Remove general waste. Weekly <ul style="list-style-type: none"> • Remove paper recycling (Melbourne Burwood Campus). • Remove recyclable waste from cafeterias. Fortnightly <ul style="list-style-type: none"> • Remove paper recycling (Geelong and Warrnambool Campuses). 	Place all forms of waste in the correct waste receptacles provided e.g. paper in recycle bins. Do not overload waste receptacles. Do not move waste receptacles. Report full / missing / unhygienic bins or request additional waste removal to FSD Front Desk immediately or raise a work request .
Pest control	Monthly <ul style="list-style-type: none"> • Install bait stations for rodents in lunch rooms / cafeterias / plant rooms. As needed <ul style="list-style-type: none"> • Remove pests. 	Keep office areas / kitchenettes clean and tidy to deter pests. Report issues to FSD Front Desk immediately or raise a work request .
Sanitary	Monthly or as needed <ul style="list-style-type: none"> • Replace sanitary units in toilets. • Install new units where required. 	Do not move sanitary disposal units. Use sanitary disposal units correctly. Report unhygienic / full sanitary units to FSD Front Desk immediately or raise a work request .

3.2 Lifts

Service	FSD's responsibilities	Partners' responsibilities
Lift maintenance	Ensure lifts are operational at least 97% of the time. When lifts are not operating, install appropriate signage as soon as possible.	Report lift faults / entrapments following instructions in lift or to <u>FSD Front Desk or Security</u> . Do not jump in lifts. Do not obstruct the doors, as this may cause the lifts to fail.

3.3 Building and grounds maintenance

Service	FSD's responsibilities	Partners' responsibilities
<p>Building maintenance (This covers minor and non-capital works including carpentry, electrical fittings, plumbing and mechanical plant within University spaces. These typically relate to blinds (teaching spaces only), ceilings, walls, floors, doors, glass, built-in fixtures / fittings, lighting, power points, gas appliances, water / sanitary systems, roof / storm water leaks, boiling water units, and waste pits.)</p>	<p>45% rectified within 10 working hours; 75% rectified within one week; 95% rectification within one month.</p> <p>Where possible, works will be actioned immediately to provide minimal disruption to the University community.</p> <p>Find suitable alternative accommodation where necessary and feasible.</p> <p>Provide sufficient notice of when works are to occur. See http://www.deakin.edu.au/about/facilities/bulletinboard.php</p> <p>Advise relevant area when there is a delay.</p>	<p>Raise a work request.</p> <p>Provide access to works area in normal business hours, noting that only allowing after hours access will increase the completion time for the work.</p> <p>Adhere to safety instructions.</p> <p>Where necessary and through negotiation, relocate to allow works to be completed.</p>
<p>Maintenance of grounds</p>	<p>FSD will carry out the following services:</p> <ul style="list-style-type: none"> • lawn maintenance (mowing, edging, fertilising) • garden bed maintenance (weeding, mulching) • pruning trees and shrubs. 	<p>Adhere to safety signage.</p> <p>Allow access for works area.</p> <p>Raise a work request if additional maintenance is required.</p>
<p>Mechanical heating, ventilation and air conditioning (HVAC) system</p>	<p>HVAC systems will be tested and maintained and working to design specifications.</p>	<p>Raise a work request if unscheduled maintenance is required.</p>
<p>Emergency generators and co-generators</p>	<p>Test and maintain to operate when required.</p>	<p>Inform FSD if critical equipment is moved onto other circuits.</p>

3.4 Fire and emergency systems

Service	FSD's responsibilities	Partners' responsibilities
Exit and emergency lights	Test 6-monthly, repair and maintain to AS 2293.2.	Raise a work request if a fault is identified.
Residual Current Devices (previously known as earth leakage circuit breakers)	Test and maintain six monthly to operate when required to AS 3760.	Provide feedback, on request, to FSD on suitable power shutdown date in January / July between 0500 and 0800.
Switchboard thermal imaging	Inspect annually for hot spots.	Provide feedback, on request, to FSD on suitable power shutdown date and time for repair work to be carried out.
Fire system isolations	Arrange as per agreed timelines.	Provide FSD with completed Fire Isolation Request Form at least 24 hours prior to isolation (or one week prior if isolation period is longer than 24 hours).
Fire extinguishers and fire blankets	Test and maintain six monthly to operate when required.	Raise a work request if unscheduled maintenance is required.
Fire detection, occupant warning systems, fire doors, paths of travel, fire mains, sprinklers, hose reels and hydrants	Test and maintain as per legislative requirements.	Raise a work request if unscheduled maintenance is required.

3.5 Major and minor building projects

Service	FSD's responsibilities	Partners' responsibilities
Preparation and submission of capital bids	<p>Provide architectural, engineering and costing services to enable submission to be completed in accordance with published process.</p> <p>Respond to requests for assistance within stipulated time frames.</p>	<p>Take an active involvement in scoping the capital bid.</p> <p>Inform FSD of proposed bids as early as possible, but at least three months prior to the due date for their submission.</p>
Project initiation (buildings, landscape and infrastructure)	<p>Provide initial response to work request within five working days: contact the stakeholder/client*, confirm what is required and provide an indication of the expected timeframe for undertaking the works. For works over \$20,000, confirm that the person submitting the request is authorised to do so.</p> <p>If there is no response within two months after a quote has been sent to a stakeholder/client, close off the work request with a note to that effect, having followed the matter up at least once within this timeframe.</p>	<p>Submit work requests through the on-line system.</p> <p>Remind staff that only those with the appropriate authorisation levels can submit requests for chargeable works.</p> <p>Provide project budget and code for chargeable works.</p> <p>Respond to contact from FSD Project Manager within stated time frames.</p> <p>Nominate a stakeholder/client representative*.</p> <p>For minor works, provide approval to proceed within two months of receiving quotation.</p> <p>Acknowledge that, for some minor projects, consultant costs may be incurred before construction.</p> <p>FGM to confirm that person submitting the request is authorised to do so.</p>
Project scope	<p>Define project briefing requirements balancing user group needs, site constraints, costs, masterplanning principles, social considerations, standards and regulations.</p> <p>Prepare detailed project scoping for relevant stakeholder/client review and approval.</p> <p>Provide outline of project process to all relevant stakeholders/clients.</p> <p>Provide adequate resources to manage the project.</p> <p>Encourage active collaboration with all stakeholders/clients.</p>	<p>Provide appropriate representation and adequate resources (including staff time) to enable the area's requirements of the project to be fully scoped.</p> <p>Be aware of these project processes and of the stakeholder's/client's responsibilities.</p> <p>Provide input in accordance with the agreed project program.</p> <p>Actively work in partnership to achieve the best outcomes, taking into account the operational constraints related to temporary relocations while the project proceeds.</p>

Service	FSD's responsibilities	Partners' responsibilities
Project design	<p>Prepare a design for the project that achieves the project brief within budget and program timeframes.</p> <p>Communicate this design to all relevant stakeholders/clients.</p> <p>Continue review and feedback process until all stakeholders/clients are satisfied that the design addresses their needs within the budget.</p>	<p>Nominate one stakeholder/client representative* who will convey their area's needs to the FSD Project Manager; disseminate information regarding the project to the stakeholder/user group*; and consult them where appropriate, such as during the review of the proposed design.</p> <p>Provide adequate resources to review the proposed design.</p> <p>Provide feedback to the Project Manager within agreed timeframes to enable any concerns to be reviewed and the project to progress.</p>
Project construction procurement	<p>Prepare adequate documentation.</p> <p>Ensure that processes take into account critical operational impacts where applicable.</p> <p>Undertake due diligence to enable the selection of competent contractors.</p> <p>Manage procurement process via Tenderlink.</p> <p>Review tenders / quotes in line with project budget / program / scope.</p> <p>Select appropriate contractor in accordance with University procedures.</p>	<p>Provide input if project budget and/or program varies from what was signed off at design development stage.</p> <p>Provide input regarding critical operational issues that may be affected by the construction process.</p>
Project construction	<p>Manage the interface between the construction site and the University.</p> <p>Ensure construction contracts are managed in the best interests of the University. Manage the changes/variations requested by clients to ensure budget and program implications are contained.</p> <p>Identify relevant defects as required.</p>	<p>Direct any queries regarding the project to the FSD Project Manager.</p> <p>Channel all communication on the project through the FSD Project Manager, including requests for entry to site.</p> <p>Consider and respond in a timely fashion to requests for operational alterations to the design to assist with the logistics of construction.</p> <p>Ensure that the ramifications of any proposed alterations are discussed with all relevant stakeholder/user group members and supported by relevant area head/s.</p>

Service	FSD's responsibilities	Partners' responsibilities
Relocation and occupation	<p>Manage the relocation of any equipment, resources and staff within agreed timeframes.</p> <p>Ensure that other relevant areas (in particular ITSD) are kept informed regarding relocations.</p> <p>Ensure that all occupants and users are provided with adequate induction into the operation of the new facility.</p>	<p>Through the stakeholder or their representative, assign contacts who are able to negotiate conditions of relocation and occupation and who will ensure that all relevant staff are informed of the outcome.</p> <p>All groups are to undertake the relocation and occupation tasks as agreed within the defined timeframes.</p> <p>Stakeholder/Client representatives are to ensure that all occupants make themselves aware of new conditions and the induction information provided where applicable.</p>
Project finetuning	<p>Analyse any finetuning identified as being required following the occupation of the facility.</p> <p>Manage the finetuning required.</p>	<p>All relevant stakeholder/client representatives are to participate in the fine tuning and liaise with relevant staff and students as appropriate.</p>
Post Implementation Review (where applicable)	<p>Arrange review of project works in relation to the agreed project brief and scope.</p> <p>DPO requires review to take place 3-6 months after occupation to allow any required works to be completed within the 12-month defects liability period.</p>	<p>Allow their staff the time to participate in the project review.</p>

*** Glossary**

Term	Description
Project Sponsor	Member of the University Executive who is 'championing' the project
Stakeholder/Client	Head of Faculty or other area involved with the project
Stakeholder/Client Representative	Person nominated as the conduit between the Stakeholder/Client and the FSD Project Manager
Stakeholder/User Group	A group of people nominated by the Faculty or other area's stakeholder/client representative to provide the base data and information that will enable the project team to develop a design that will be 'fit for purpose'.

3.6 Space management, timetabling and room bookings

Service	FSD's responsibilities	Partners' responsibilities
Space audits	Undertake teaching space audits as per annual schedule. Provide reports to Faculties on the results of the audits.	Only use booked space. Cancel any room bookings where the class is not running. Faculties to investigate and take action if necessary on any issues specifically identified in the audit reports.
Space allocation	Acknowledge space requests within three days. Develop strategy and convey this to requester within one month.	Complete the request for allocation of space form and provide any additional information where required.
Building drawings	Provide copies of building plans and services as requested. Plot to format required within 4 days.	Contact the Drawings Helpdesk via email: drawings@deakin.edu.au .
Academic timetable	Manage the University Timetable and Syllabus Plus System in line with the DSA re-enrolment schedule.	Faculty/School to enter the data necessary for Syllabus Plus to 'auto-schedule' teaching activities (eg activity details, suitability requirements).

3.7 Planning and strategic property advice

Service	FSD's responsibilities	Partners' responsibilities
Future property needs planning	<p>Respond to requests for data within agreed timeframe.</p> <p>Complete plans and reports as requested, including identification of "solution options" i.e. buy, lease partnership agreement etc.</p>	<p>Provide specific and clear instructions regarding requirements.</p> <p>Provide funding source if specialist consultant advice needed.</p> <p>Provide accurate data on which to model future needs.</p>
Campus masterplans	<p>Manage the development of Campus masterplans.</p> <p>Review masterplans in accordance with both the program specified in masterplan or updated University Strategic Plan e.g. LIVE the Future and report to University management.</p>	<p>Stakeholders to be available to meet with masterplanning team and provide any requested information.</p> <p>Approve funding for the project.</p>
Project feasibility	<p>Determine project brief through critical analysis of stakeholder demands and needs to identify and assess solution options.</p> <p>Commission specialist advice if required.</p> <p>Provide advice on proposed project including its impact on University assets and indicative cost or implications.</p> <p>Coordinate additional work as required.</p>	<p>Approve funding for the project.</p>
Future accommodation planning	<p>Determine campus-wide and multi-campus space requirements through critical analysis of stakeholder requirements, impact of University Strategic Plan and Enrolment Plan.</p> <p>Review and update Property Strategic Asset Management Plan to reflect future needs.</p>	<p>Provide accurate data or information on requirements in a timely manner (in conjunction with Space Utilisation Team).</p> <p>Provide information on future directions and property options for addressing needs.</p>
Purchase and disposal of real estate	<p>Prepare appropriate papers for University management, Committees and Council.</p> <p>Project manage the real estate transaction, including:</p> <ul style="list-style-type: none"> • drafting letters to Ministers, if relevant • liaising with Valuer-General Victoria and Government Land Monitor for Government approvals • selecting and appointing relevant consultants • liaising with other areas such as Solicitor's Office and FBSD. <p>Clearly document all required approvals within and outside the University.</p>	<p>Provide direction where required.</p> <p>Provide feedback or advice where requested.</p>