

## Deakin University Property Services Division

### 2006 Services, Performance Standards and Costs

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The Deakin University Property Services Division provide services on all campuses, in relation to the built facilities and the surrounding environment.

In the Division's Service Contract with the University, the objective stated is:

"to provide agreed services at the defined performance levels at a cost that represents superior value to the customer."

Property Services operates in five work groups, which have evolved as a reflection of the key areas of service provided by the Division.

The five work groups which provide services to the University as a whole are:

Project Design & Improvements (PDI)

Campus Maintenance and Operations (CMO)

Property (P)

Project Delivery (PD)

Asset Development (AD)

The sixth work group, which provides internal support services within the Division, is:

Internal Support (IS)

Services provided to the university as a whole can be broadly summarised as follows:

PDI – Project management of all new works projects, planning and design of facilities, construction management of small projects and access issues.

CMO – Facilities maintenance and operations, energy management, security and parking.

P – Timetable, room bookings, space allocation, real estate services.

PD - Delivery and management of major construction projects

AD – Funding and development of University's property assets

The following document analyses the range of services provided by the Division and sets out processes required to measure the Division's level of performance of these activities. Measurement takes place on a six-monthly basis, and results are reported to the COO.

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	Service	Service/Performance Indicators	Service Rating C = Critical M = Mandatory NC = Non Critical
<b>1.0 Reactive</b>			
1.1	Emergency Response	As audited from the Security database.	C
1.2	Out of hours / on-call work	As audited from the Security database.	C
<b>2.0 Security, Parking and Fire</b>			
2.1	Emergency Responses provide assistance as required. (after hours building warden, duress alarms, fire alarm, first aid)	10 minute response 98% of the time.	C
2.2	Intruder Alarm Response	15 minute response 90% of the time.	NC
2.3	Security Response (staff/student lock out, personnel escorts, room open ups, building and facilities lock ups)	30 minute response 90% of the time.	NC
2.4	Additional Security Officer/s on site within four of request.	Supplied 95% of the time.	C
2.5	Crowd Control	As per Procedures.	M
2.6	After Hours Sensitive equipment Checks	Provided 98% of the time.	C
2.7	Investigation and report on incidents within 48 hours.	Provided 90% of the time.	NC
2.8	Enforcing University Parking Policy Patrol Roads and Car Parks issuing Infringement Notices of vehicles parked	Provided 90% of the time.	NC
2.9	Security service to the University as per contracted staffing levels.	Provided 98% of the time.	C
2.10	Supply of keys as per University policy.	Provided 90% of the time.	NC
2.11	Issue of alarm code on authorised request as per University policy.	Provided 90% of the time.	NC
2.12	Provision of operational Alarm systems in High Security areas.	Reported faults responded to within 2 hours, rectification within 10 hours, 95% of the time.	C
2.13	Provision of operational Intruder Alarm systems	Reported faults responded to within 2 hours, rectification within 10 hours, 90% of the time.	NC
2.14	Provision of operational CCTV systems in High Security areas.	Reported faults responded to within 2 hours, rectification within 10 hours, 95% of the time.	C
2.15	Provision of operational CCTV systems	Reported faults responded to within 2 hours, rectification within 10 hours, 90% of the time.	NC
2.16	Vic Roads Confidentiality Agreement	Ensure that the Agreement is adhered to and all records are correct	M
2.17	Provision of operational ticket machines	Reported faults responded to within 4 hours, rectification within 50 hours, 90% of the time.	NC
2.18	Maintain fire panels, EWIS, extinguishers, hydrants, hose reels, blankets, sprinkler system, fire doors to Australian Standards.	Testing and maintain to AS 1851.8, 1851.1, 1851.4, 1851.9, 1851.9, 1851.2, 1851.3, 1851.7	M
2.19	Maintain emergency warning systems to Australian	Testing and maintain to AS 1851.10	M

	Service	Service/Performance Indicators	Service Rating C = Critical M = Mandatory NC = Non Critical
2.28	Fire alarm monitoring	Testing and maintain to AS 1851.8 Monitor alarms so fire authority are notified of activation.	M
2.29	Fire system isolations	Manage and administer isolation procedure	NC
<b>3.0 Audio Visual</b>			
3.1	Operational deaf aid loop within University teaching spaces	Testing and maintain as per PSD Procedures. BG 58.02 & BG 58.02.05	M
3.2	Provision and support of audiovisual equipment within University teaching spaces (relating to audio system, data projector, , overhead projector, slide projector, screen, VCR, video system, videoconferencing, voice point).	Testing and maintain as per PSD Procedures. BG 58.02 & BG 58.02.05	C
<b>4.0 Facility Maintenance</b>			
4.1	Carpentry, Electrical, Plumbing and Mechanical Plant within University teaching spaces (relating to blinds, ceilings, walls, floors, doors, glass, fixtures / fittings, lighting, power points, gas appliances, water / sanitary systems, roof / stormwater leaks, boiling water units, waste pits)	50% Faults rectified within 10 hours, 95% rectified within 1 month, 95% of the time	C
4.2	Carpentry, Electrical, Plumbing and Mechanical Plant in other areas. Painting in all areas.	50% Faults rectified within 10 hours, 95% rectified within 1 month, 85% of the time	NC
4.4	Battery Fire detectors	In accordance to AS 1851.8	M
4.5	Emergency and Exit lights	Test, repair and maintain Emergency and Exit lights to Australian Standards AS2293	M
4.9	Maintain grounds as per Grounds Operations Manual	As per PSD Procedures. BG 53.01.01	NC
4.10	Roads and Car Parks Surfaces (line marking and signage)	50% reported faults rectified within 10 hours, 95% rectified within 1 month, 85% of the time	NC
4.12	Operational mechanical heating, ventilation and air conditioning (HVAC) system	Maintain and operate systems in accordance with AS 3666 & 1851.6	M
4.15	Operational air conditioning in ITS machine equipment rooms	Test and maintain as per maintenance contract	C
4.17	Emergency generators and co-generators are maintained to operate when required.	Test and maintain as per maintenance contract scope of works.	C
<b>5 Contracts</b>			
5.17	Ensure specified lifts are maintained.	Serviced monthly and maintained when required to AS 1735.	NC
5.18	Cleaning	As per maintenance contract scope of works.	NC

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5.19	Pest Control	As per maintenance contract scope of works.	NC
5.20	Sanitary	As per maintenance contract scope of works.	NC
5.21	Waste	As per maintenance contract scope of works.	NC
<b>6.0 Capital and Infrastructure Maintenance</b>			
6.1	Preparation and Submission of Building & Infrastructure Maintenance Capital Bids	Submission of Capital requests within stipulated time frames.	NC
6.2	Project Management	Delivery of capital projects in accordance with PSD procedures. BG50.00	NC
6.5	Energy Management	Investigation of Energy consumption and reporting on any anomalies. Measurement. Audit of reports.	NC
<b>7.0 Space Allocation and Management</b>			
7.1	Academic Timetabling	Manage the University Timetable and Syllabus Plus System. Response: Provisional timetable published in line with the DSA re-enrolment schedule (historically November). Measurement: Completed by due date.	C
7.2	Academic Timetabling: one-off bookings	Manage one-off academic bookings. Response: Respond within 2 working days. Measurement: Random Audit of Confirmation Slip. Email	C
7.3	Room Bookings	Manage one-off non-academic space bookings. Response: Respond within 2 working days. Measurement: Random Audit of Confirmation Slip. Email	NC
7.4	Space Management: Audits	Undertake teaching space audits as per annual schedule. Measurement: Random Audit against schedule and audit reports.	NC
7.6	Space Management: Allocation	Space allocation. Response: respond to requests within 3 days and develop strategy and communicate to requestor within 1 month. Measurement: Audit Space Log. Archibus may be future possibility.	NC
<b>8 Planning, Design and Improvements</b>			

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8.1	Development of project brief: internal stakeholders	Liaise with internal stakeholders to determine project strategic, functional and operational objectives. Measurement: Audit process to confirm signed approvals at key project stages as reflected in PDI procedures.	NC
8.2	Ongoing stakeholder liaison: internal stakeholders	Liaise with internal stakeholders to ensure project strategic, functional and operational objectives are met. Measurement: Audit process to confirm signed approvals at key project stages as reflected in PDI procedures.	NC
8.3	Development of project brief: external stakeholders	Liaise with external stakeholders to determine project strategic, functional and operational objectives. Measurement: Audit process to confirm consultation with key external stakeholders carried out in accordance with PDI procedures	NC
8.4	Ongoing stakeholder liaison: external stakeholders	Liaise with external stakeholders to ensure project strategic, functional and operational objectives are met. Measurement: Audit process to confirm consultation with key external stakeholders carried out in accordance with PDI	NC
8.5	Internal work permits	Attain all relevant university and PSD internal permits. Measurement: Audit to confirm compliance with all procedures.	C
8.6	OH&S Risk management	Comply with all internal university and PSD O H & S procedures at all stages of all projects. Measurement: Audit process to confirm compliance with all procedures.	C
8.7	External permits	Attain building and other permits as required by law for works to proceed. Measurement: Audit process to confirm compliance.	M
8.8	Planning permits	Attain planning permission if required by law for works to proceed. Measurement: Audit process to confirm compliance.	M

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8.09	Management of the design process for all projects	Manage process for design of small and large projects, including design by in-house and external consultants. Measurement: Audit process to ensure design process conducted in accordance with PDI procedures, including signed approvals at key project stages and adherence to university Design Standards.	NC
8.10	Management of the documentation process for all projects	Manage process for documentation of small and large projects, including documentation by in-house and external design consultants. Measurement: Audit process to ensure documentation process conducted in accordance with PDI procedures, including signed approvals at key project stages and adherence to university	NC
8.11	Selection of Consultants	Select potential consultants in accordance with PDI procedures. Measurement: Audit process to ensure consultant selection managed in accordance with PDI procedures.	NC
8.12	Manage recurrent funding	Manage allocation of recurrent funding in the interests of university objectives and provide executive reporting. Measurement: Audit process to ensure compliance with required university objectives and reporting.	NC
8.13	Establishment of large and small project budgets	Advice on appropriate budgets for large and small projects, through estimates, obtaining of quotes, liaison with Cost Planning Consultants, as required. Measurement: Audit process to ensure budgets set up in accordance with PDI procedures, including signed approvals at key project stages.	NC
8.14	Management of large and small project budgets	Monitor budgets for large and small projects, using formal change management procedures and liaison with Cost Planning Consultants, as required to meet university objectives. Measurement: Audit process to ensure budgets managed in accordance with PDI	NC

	Service	Service/Performance Indicators	Service Rating C = Critical M = Mandatory NC = Non Critical
8.15	Establishment of large and small project programs	Advise on appropriate programs for large and small projects, including establishment of significant project milestones, and identification of major project phases. Measurement: Audit process to ensure project programs set up in accordance with PDI procedures.	NC
8.16	Management of large and small project programs	Monitor programs for large and small projects, using formal change management procedures as required to meet university objectives. Measurement: Audit process to ensure programs managed in accordance with PDI procedures, including documented approval for major program variations.	NC
8.17	Selection of Contractors	Select potential contractors in accordance with PDI procedures. Measurement: Audit process to ensure contractor selection managed in accordance with PDI procedures.	NC
8.18	Conduct of Tenders	Conduct tenders in accordance with PDI procedures. Measurement: Audit process to ensure tender process managed in accordance with PDI procedures.	NC
8.19	Induction of Contractors	Ensure all Contractors inducted before undertaking any works at the university campuses, in accordance with university and PSD regulations and procedures. Measurement: Audit process to ensure contractor induction managed in accordance with PDI and university procedures.	NC
8.20	Contract Administration:	Ensure all Contracts administered in accordance with statutory, university and PSD regulations and procedures. Measurement: Audit process to ensure contracts managed in accordance with all applicable regulations.	NC

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<b>9 Campus Masterplans and Access</b>			
9.1	Determine project brief	Ascertain project brief through critical analysis of stakeholder demands and needs. Measurement: All necessary briefing inputs are considered in accordance with 'briefing' checklist. All appropriate stakeholder sign-offs are obtained at briefing stage.	NC
9.2	Manage the production of effective design solutions	Design solutions must adequately respond to specific design inputs as outlined in PSD design checklist. Measurement: Approval of all relevant stakeholders are obtained at completion of design stage.	NC
9.3	Maintain design standards	Research, review and develop Deakin's Design Standards on an ongoing basis, issuing a new edition annually. Measurement: Annual review of new edition of Design Standards by Campus Planning Committee.	NC
9.4	Maintain access standards	Research, review and develop Deakin's Access Standards on an ongoing basis, issuing a new edition as appropriate. Measurement: Review of revised edition of Access Standards by Campus Planning Committee as appropriate.	NC
9.5	Develop campus masterplans	Manage the development of campus masterplans as requested. Measurement: Develop masterplans as requested for approval of University Council.	NC
9.6	Review campus masterplans	Review masterplans as appropriate. Measurement: Review masterplans in accordance with program specified in masterplans and report to Campus Planning	NC
<b>10 Project Design</b>			
10.1	Internal Stakeholders: Development of project strategy	Liaise with PDI Project Manager to develop construction strategy, program and budget. Measurement: Clarification of work responsibilities for each new project through AS4916 vehicle and PD procedures.	NC

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10.2	Internal Stakeholders: Ongoing stakeholder liaison	Liaise with internal stakeholders to ensure project is delivered in accordance with construction objectives. Measurement: Audit process to review signed AS4916 procedure and sign off as required in PD procedures.	NC
10.3	External Stakeholders: Development of project strategy	Liaise with external consultants and contractors to develop construction strategy, program and budget.	NC
10.4	External Stakeholders: Ongoing stakeholder liaison	Measurement: Audit process to confirm key consultant sign off and general communication of information in accordance with PD procedures.	NC
10.5	Internal work permits	Attain all relevant university and PSD internal permits. Measurement: Audit to confirm compliance with all procedures.	C
10.6	OH&S Risk management	Comply with all internal university, PSD O H & S procedures, as well as Worksafe procedures, at all stages of all projects. Measurement: Audit process by external OH & S consultants or PSD OHS Project Manager, to confirm compliance.	C
10.7	External permits	Attain building and other permits as required by law for works to proceed. Measurement: Audit process to confirm compliance.	M
10.8	Planning permits	Attain planning permission if required by law for works to proceed. Measurement: Audit process to confirm compliance.	M
10.9	Preparation of tender packages	Manage compilation of tender packages in accordance with PSD tender procedures. Measurement: Audit process to ensure compliance with procedures, including sign off by external cost consultants as required.	NC
10.10	Management of distribution of documents to contractors	Manage distribution of documents to contractors from architects and consultants, re construction issues and ongoing changes to specifications. Measurement: Audit process to ensure compliance with change management and PD procedures generally.	NC

	Service	Service/Performance Indicators	Service Rating C = Critical M = Mandatory NC = Non Critical
10.11	Management of as-built documentation	Ensure as-built documentation is in hand and signed off by relevant consultants by project completion. (Final payment not made until sign off received.) Measurement: Audit process to ensure compliance.	NC
10.12	Project Budget Establishment: Establishment of large and small project budgets	Advice on appropriate budgets for large and small projects, through estimates, obtaining of quotes, liaison with Cost Planning Consultants, as required. Measurement: Audit process to ensure budgets set up in accordance with PD procedures, including signed approvals at key project stages.	NC
10.13	Project Budget Management: Management of large and small project budgets	Monitor budgets for large and small projects, using formal change management procedures and liaison with Cost Planning Consultants, as required to meet university objectives. Measurement: Audit process to ensure budgets managed including signed approvals at key project stages and for all variations.	NC
10.14	Project Program Establishment: Establishment of large and small project programs	Advise on appropriate programs for large and small projects, including establishment of significant project milestones, and identification of major project phases. Measurement: Audit process to ensure project programs set up in accordance with PD procedures.	NC
10.15	Project Program Management: Management of large and small project programs	Monitor programs for large and small projects, using formal change management procedures as required to meet university objectives. Measurement: Audit process to ensure programs managed in accordance with PD procedures, including documented approval for major project variations.	NC
10.16	Selection of Contractors	Select potential contractors in accordance with PD procedures. Measurement: Audit process to ensure contractor selection managed in accordance with PD procedures.	NC

	Service	Service/Performance Indicators	Service Rating C = Critical M = Mandatory NC = Non Critical
10.17	Conduct of Tenders	Conduct tenders in accordance with PD procedures. Measurement: Audit process to ensure tender process managed in accordance with PD procedures.	NC
10.18	Induction of Contractors	Ensure all Contractors inducted before undertaking any works at the university campuses, in accordance with university, PSD and PD regulations and procedures. Measurement: Audit process to ensure contractor induction managed in accordance with PD and university procedures.	NC
10.19	Contract Administration:	Ensure all Contracts administered in accordance with statutory, university, PSD and PD regulations and procedures. Measurement: Audit process to ensure contracts managed in accordance with all applicable regulations and procedures.	NC
10.20	Project hand over:	Ensure all as-built documentation, manuals, compliances, certificates, guarantees, warranties and all other documents where applicable are in hand before site handed over to CMO, prior to briefing of university users. Measurement: Audit process to ensure check off of all items as required before handover.	NC
10.21	Contractor tracking procedure	Develop a data base of contractor information and history, for use by all of PSD in construction of small and large projects. Measurement: Annual review of new edition of Contractor Database by Campus Planning Committee.	NC