

ideaction 09

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of the industry and to give attendees some practical solutions that they could take away from the conference and actually implement in their own places of work. The focus of the conference was 'ideas in action' and there was certainly a diverse range of topics covered in the sessions, with themes ranging from aged care to FM technology and of course, the ever-present issue of carbon management.

One of the highlights of the conference was surely the opening keynote by Dr Keith Suter. Not only did Dr Suter manage to put a positive spin on the global financial crisis in relation to the FM industry, highlighting that there may be some opportunities to be seized by FMs, but he did it with good humour and managed to leave everyone with a rather less bleak outlook than the one they had entered with.

Dr Keith's opening keynote set the scene for what transpired to be a most successful and enjoyable conference, helping to cement 'ideas in action's' reputation as the premier event in the FM calendar, a reputation that will surely be continued at 'ideas in action 2010' from 12-14 May in Perth.

Site Visits

The first day of the conference gave delegates the opportunity to experience some of Melbourne's most iconic and celebrated buildings from a back-of-house perspective. Each site visit demonstrated an 'idea in action', the objective being that delegates would be able to take some information away from each visit that they could implement in some way in their own facilities.

You might say that attendees were spoilt for choice, with three different site visits to choose from at any one time and a choice of two venues for lunch! It was a feat of logistics just organising the transport between each visit, but for the delegates, to be able to experience some of these landmarks first hand was certainly a treat.

The first site visit slot was dedicated to 'green' buildings and delegates had the choice of visiting CH2 (Council House 2), 40 Albert Road or The Gauge. Despite the fact that they are all 'green' buildings, each of these facilities demonstrated different 'ideas in action'.

At CH2, delegates learned how the building was designed not only to conserve energy and water, but also to improve the wellbeing of its occupants through the quality of the internal environment.

40 Albert Road was a lesson in green retrofitting, showing how the building was transformed from an inefficient commercial building into a sustainable building with the highest design and performance ratings in Australia. The building continually aims to improve its water and energy savings, and has shown how much can be achieved economically and environmentally by retrofitting a commercial office building.

The Gauge is the first private sector, completed new building to achieve a 6 Star Green Star - Office Design Certified Rating. Significantly, it has delivered this environmental solution at a development cost typical for a standard A Grade building. The Gauge was also the first building in Victoria's Docklands to be awarded the VicUrban ESD Award of Excellence, signifying world's best practice in ecologically sustainable design.

Moving on to the second site visit slot of the day, the choice was between Federation Square, Southern Cross Station and Crown Casino.

Architecturally, the cultural precinct of Federation Square has to be one of the stand-out attractions of Melbourne and it created a lot of controversy at the time of building. Now, however, it is one of Melbourne's most popular tourist hot spots, as well as comprising several groundbreaking water management and conservation technologies into which attendees were given an insight.

The ideas of people management and access were amply demonstrated in action at the site visit of Southern Cross Station. The former Spencer Street Station has been transformed into a functional arrival point for international, interstate, regional and suburban visitors and can now handle 30,000 passengers an hour in peak periods. As well as providing modern facilities, the new station has a unique roof design that naturally extracts internal air and fumes from the station without using electric fans.

There are so many ideas in action that could be demonstrated at Crown Casino that it would be difficult to list them all, but security, indoor air quality and cleaning are just some of the everyday operations that have to be managed on a huge and ongoing scale in this, the largest casino in the southern hemisphere. The complex attracts on average 16 million visitors yearly and is open 24 hours a day, 7 days a week except on Christmas Day, Good Friday and Anzac Day. Attendees were given a fantastic behind the scenes tour and learnt about some of the techniques and methods that are in place to ensure the smooth running of this amazing facility.

After a busy morning, delegates headed off to either the MCG or the Victorian Arts Centre for a tour of the facilities (including a walk on the hallowed turf for those who visited the MCG) followed by a well-deserved lunch, sponsored by Valorem Systems.

The final site visit of the day gave delegates the choice between the famous Eureka Tower, the Royal Women's Hospital or the University of Melbourne.

Needless to say, Eureka Tower was one of the more popular choices of the day and it's easy to see why. Possibly now one of the most recognised buildings in Australia, at 300m high, Eureka Tower is Melbourne's tallest building and the world's tallest residential building. It combines the latest in technology and eco-friendly design and has become a stunning architectural icon. The facility manager was able to give some fascinating insights into the management of this unique structure, including some innovative design and operational techniques for the evacuation of the building.

The University of Melbourne campus were the oldest of the buildings included on the site visit itinerary and delegates were able to learn about the inherent heritage management issues associated with running buildings of this age, combined with the need to comply with current building standards. Established in 1853, the University of Melbourne is the second oldest university in Australia and the oldest in Victoria. It is ranked among the top universities in Australia and the world, and has around 44,000 students, who are supported by nearly 7,000 staff members.

Delegates that opted to visit the new Royal Women's Hospital were given a back of house tour and a facility management perspective on how operations were sustained during building works, as the hospital was obviously required to operate with business as usual while the new hospital was being built. The new hospital was opened on 22nd June 2008 and was delivered as a Public Private Partnership under the Victorian Government's Partnerships Victoria model. The Royal Women's Health Partnership is responsible for the design, building and maintenance of the hospital building for 25 years. The Department of Human Services, through The Royal Women's Hospital, will continue to operate all health services.

The choice of venues combined with the quality of site presenters ensured the delegates enjoyed a fantastic day of facilities management best practice examples.

Chairman's Welcome Reception

After a packed day of site visits, the Chairman's welcome reception that evening, sponsored by Programmed Facility Management, was a welcome excuse for delegates to relax, enjoy a drink and meet up with friends and colleagues. The event was held at the Melbourne Convention Centre in conjunction with the opening of the ideaction 09 exhibition, giving exhibitors and delegates the opportunity to meet and make new contacts. A roving band, mime artists and a caricaturist provided the entertainment and encouraged everybody to let their hair down. A few people even tried their hand at starring in their very own music video!

Gala Dinner and Awards

The FMA Australia annual ideaction gala dinner is always an occasion to remember and 2009 was no exception. The Savoy Ballroom at the Grand Hyatt Melbourne was decked out in resplendent fashion to honour the occasion and the guests were just as well turned out. It was encouraging to see so many industry representatives at one of the premier events in the FM calendar, showing that, despite the tough economic conditions, people are willing to come out and support their industry.

This year's event, generously sponsored by GJK Facility Services, began with a few words of welcome and thanks from FMA Australia's CEO, David Duncan. Guests were then invited to enjoy a superb meal, during which a surprise appearance was made by the internationally acclaimed 'Three Waiters'. It certainly comes as a surprise when somebody who, five minutes earlier, was pouring your wine, suddenly breaks into a stirring rendition of Nessun Dorma. The Three Waiters held the rapturous attention of the audience (particularly that of the ladies) whilst belting out several operatic classics, before the presentation of the annual FMA Australia Awards for Excellence and Recognition Awards commenced.

FMA Australia & Transfield Services Environmental Achievement Award

This award recognises the efforts of either an individual or a team that has made a positive contribution to the improvement to the environmental performance of their facilities.

The Environmental Achievement Award recognises companies who have identified, developed and implemented an environmental innovation or improvement program with clearly specified costs and benefits and with application to the broader FM community.

David Duncan, FMA Australia CEO, announced the three finalists in this category as follows:

- 66 Waterloo Road ‐ Stockland ‐ Michael Hardy

- Sustainable Built Environments ‐ Steve Moller

- Performing Green with The Arts Centre ‐ The Arts Centre ‐ Campbell Pfeiffer

He then called upon Phil Warren, Executive Manager – Asset Performance, Transfield Services, to announce the winner of the award, Michael Hardy for 66 Waterloo Road - Stockland.

FMA Australia & Programmed Facility Management Young Facility Professional Award

This Award recognises the efforts of young, up-and-coming individuals working in the FM industry, whose role in their FM team contributes to their organisation’s overall outcomes through organisational understanding of managing facilities and FM projects, delivery of services, risk management and facility performance, while promoting the value of FM practice to senior management.

The finalists in the Young Facility Professional Award category were:

- • Colin Pitsikas, Brookfield Multiplex

- • Roger Waalder, Knight Frank

Stephen Taylor, CEO, Programmed Facility Management presented the award to Colin Pitsikas.

FMA Australia & Programmed Facility Management Facility Manager of the Year Award

The Facility Manager of the Year Award, this year also proudly sponsored by Programmed Facility Management, recognises the leadership role facility managers have undertaken and the contribution to their organisation’s overall outcomes through developing staff, continuous improvement programs and how they have added value to the business operations of their organisation.

The finalists were:

- • Jennifer Horvath, Knight Frank

- • Campbell Pfeiffer, The Arts Centre

- • Noel Sprague, Brookfield Multiplex

Stephen Taylor, CEO, Programmed Facility Management, presented the award to Campbell Pfeiffer.

FMA Australia & Rider Levett Bucknall Industry Award

The Industry Award has been sponsored by Rider Levett Bucknell for eight consecutive years since it was first introduced in 2002. It is Australia’s premier award for facility management strategy and practice, and recognises excellence in a facility management program or idea that demonstrates an outstanding level of innovation and success. In judging this award, the panel must assess whether the successful applicant showcases a visionary facility management project which has positively contributed to organisational success, achieved strategic business objectives and contributed to improved financial outcomes across the lifecycle of the organisation’s facility portfolio.

The finalists in this category were:

- • Malcolm Sharpe – CBD Projects Australia & Sydney Adventist Hospital

- • David English – Programmed Facility Management

- • Stuart Smith – Defence Support Group & WebFM

Mark Quinn, Director of Rider Levett Bucknall, presented the award to David English – Programmed Facility Management.

The FMA Australia Recognition Awards were then presented by David Duncan.

FMA Australia Recognition Awards

FMA Australia Branch Member of the Year

Every year, each branch of FMA Australia nominates a member who they feel has made an outstanding contribution to the branch. Branch members put in an enormous effort to contribute to the success of FMA Australia and this award is well deserved by the winners in each state.

Victoria – Trish Ferrier

Trish has been on the Victorian committee for a number of years and has also been involved in the education committee at a national level. She has never hesitated to give of her time and share her knowledge as a practicing FM to both the Victorian committee and the FMA Australia national office. She has been integral in the success of the FMA Australia education portfolio and in helping to get it where it is today.

Western Australia – Gerald Stack

Gerald has been an active member of the WA Branch committee for the past four years. In that time he has provided consistent professional service to the industry. He has been instrumental in bringing other staff members into the FM profession through professional development activities. Gerald has been one of the prime movers in reinventing the Post Graduate Certificate in Facilities Management at Curtin University.

South Australia & Andrew Phillips

Andrew was instrumental in canvassing many industry personnel to join the cause in resurrecting the SA branch and has networked tirelessly to promote membership and participation by non members at both FMA Australia and industry related events. He has been a key and active member of the committee in organising and assisting events and is totally committed to the growth of the organisation, both in South Australia and nationally. Andrew understands the importance of the growth in membership and the value of the organisation to the industry.

New South Wales & Dennis Fulham

Dennis regularly attends events in NSW and from time to time when travelling interstate has attended other state events as well. He has also been an active participant in ideaaction exhibitions, but one of his biggest contributions is when he is requested to auction items for charity at FMA Australia events. The funds for charity raised at these events are largely due to his efforts.

Queensland & Sascha Carlyon

Sascha attends all committee meetings and plays an active role in assisting with the organisation of branch events, as well as promoting the benefits of membership at these events and through her day to day dealings at work. Sascha has demonstrated leadership in her contribution to the committee as well as liaison with national office to promote FMA Australia in Queensland.

Australian Capital Territory & Alison Daley

Alison has been a great supporter of FMA Australia and its events for some time. She is an active participant in branch event forums and her questions promote discussion on a range of issues that face members. She is always willing to allow the use of her facilities and is a strong advocate of the ACT Branch.

FMA Australia Branch of the Year & Victorian Branch

The winner of this year's award is a very worthy recipient. Despite the economic downturn, branches overall performed very well with respect to attendances at branch events and profitability. Against the criteria for this award, one branch stood out in particular, regarding profit, profit per member, number of events held, total attendances at those events and attendances as a ratio of total members in the branch.

FMA Australia Corporate Supporter of the Year & ISS Facility Services

This award recognises the generous support provided to FMA Australia, through supporting events, attendance at functions and through contributing to the facility management industry. FMA Australia is very fortunate to have many supporters but this year's winner is ISS Facility Services owing to their generous support of the association during tough economic times.

FMA Australia National Member of the Year & Mike O'Shea

This is one of FMA Australia's most important individual recognition awards. It is awarded to an individual who has displayed exceptional commitment and dedication to FMA Australia over the past 12 months and has tirelessly undertaken additional responsibilities for the benefit of a larger group of members and the reputation of FMA Australia.

Mike is a long standing member and has served on national committees. He was involved in the preparation of earlier contracting guidelines and more recently in the preparation of the "Innovative Procurement Solutions for Service Delivery" document under the FM Action Agenda, in which he maintained an active role throughout its three year term and served on its Innovation Recognition Working Group.

He was an AFM 3 until recently when he transitioned to take up the IFMA CFM credential.

The presentation of the awards was followed by a raffle, which was held in support of Open Family Australia. Open Family Australia provides outreach support and services to young people at risk. Since 1978, it has been working with some of Australia's most marginalised youth, linking them to the services they require and helping them to reconnect to their family and community.

Prizes for the raffle included an Australian cricket shirt signed by Matthew Hayden, a Yamaha Wireless PDX50 IPOD docking station and a dozen bottles of Australia Wine.

With the formalities taken care of, the rest of the night was given over to pure entertainment. We were treated to a spectacular performance by magicians, Tim and Sue Ellen, including some hilarious audience participation. The talented band, Select, followed and it didn't take long before the dance floor was full of partying FMs keen to dance the night away and we believe, but we couldn't possibly say for certain, that some guests may have continued the night's frivolities until the wee small hours at the casino…

We look forward to seeing you at ideaction 2010 from 12-14 May in Perth!

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