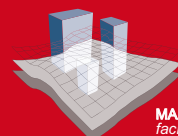


FACILITIES MANAGEMENT ACTION AGENDA
**MANAGING
THE BUILT
ENVIRONMENT**
SECOND YEAR IMPLEMENTATION REPORT

07



RECOGNITION OF SUPPORTERS

The achievements of the Facilities Management (FM) Action Agenda would not be possible without the generous financial support provided by the organisations listed below. Our sincere thanks are extended to these organisations (alphabetically) for their support.

The Department of Industry, Tourism and Resources (DITR) works within the Government's policy framework to enhance the competitiveness and sustainability of Australia's manufacturing, resources and services sectors. Action Agendas are an important element of the Government's strategy to strengthen the international competitiveness of Australian industries. The development and implementation of an industry Action Agenda provides a powerful mechanism for industry and Government to work together to identify opportunities and examine impediments to sustainable industry development.

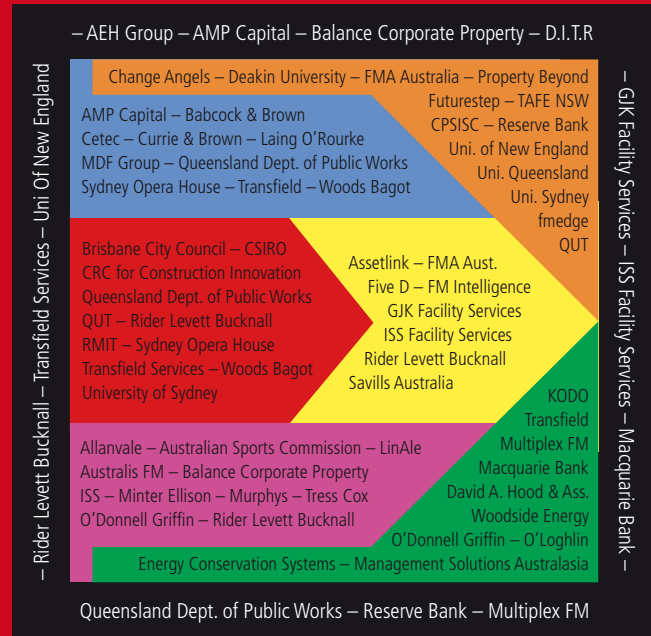
The DITR has supported the following projects in relation to the implementation of the FM Action Agenda:

- Initial 2004 Statistics Report on the Facilities Management Industry and subsequent 2007 update
- Development of the FM Action Agenda web portal in 2005
- FM Exemplar Project: Sydney Opera House producing the 2007 research study summary reports; 'FM as a business enabler' and 'Adopting BIM for facilities management'

Our thanks also go to the following organisations (alphabetically) for their provision of financial support in the past:

- ANZ Banking Group
- CSIRO Corporate Property
- Investa Property Group
- ISS Facility Services
- Macquarie Bank
- Mirvac Group
- Multiplex Facilities Management
- Murphys Group Services
- Resolve FM
- Rider Levett Bucknall
- Spotless Services
- Stockland
- Transfield Services

We also greatly appreciate the following organisations who have provided valuable in-kind support or who have allowed their staff the time to participate in FM Action Agenda activities during 2006-07:



'Time and Motion' depicting interaction and progress of the Year 2 FM Action Agenda Implementation Board; Innovation, Education & Training, Regulatory Reform, Sustainability and Communications Working Groups; and FM Exemplar Project teams. Artwork by Siobhan Ballesty.

Major Supporter



Supporters of the production, publication and printing of this FM Action Agenda Annual Report



RLB | Rider Levett Bucknall



Supporters of the FM Action Agenda web portal

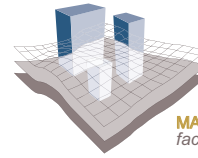


THE FM ACTION AGENDA IS AN EXAMPLE OF JUST HOW MUCH CAN BE ACHIEVED WHEN GOVERNMENT AND INDUSTRY COLLABORATE ON ISSUES OF GLOBAL SIGNIFICANCE.



I would like to sincerely thank all those involved for their vision and commitment, as we move forward together.

The Hon. Bob Baldwin, MP
 Parliamentary Secretary to the Minister for Industry,
 Tourism and Resources



MANAGING THE BUILT ENVIRONMENT
facilities management action agenda

Secretariat:
Facility Management Association of Australia Ltd
Level 6, 313 LaTrobe Street
MELBOURNE VIC 3000

The Hon Ian Macfarlane, MP
Minister for Industry, Tourism and Resources
Parliament House
CANBERRA ACT 2600

The Hon Bob Baldwin MP
Parliamentary Secretary to the
Minister for Industry, Tourism and Resources
Parliament House
CANBERRA ACT 2600

Dear Minister and Parliamentary Secretary

I am delighted to present to you the attached report which outlines the progress on the second year implementation phase of the Facilities Management Action Agenda (FM Action Agenda).

The FM Action Agenda was announced by the Hon Ian Macfarlane, MP Minister for Industry, Tourism and Resources on 19 January 2004. As Parliamentary Secretary to the Minister, the Hon Warren Entsch MP presided over our strategic phase and launched the strategic plan and announced the FM Exemplar Project on 28 April 2005. More recently the FM Action Agenda has been fortunate to have enjoyed the unswerving support of the Hon Bob Baldwin MP in the implementation phase which commenced in August 2005.

This second year's progress report for 2006-07 has been prepared by the FM Action Agenda Implementation Board which I am delighted to chair and which comprises an excellent mix of high quality, committed industry people.

In line with our 2005 strategic plan 'FM Action Agenda: Managing the Built Environment', we have continued to promote industry recognition across the four platforms of Innovation, Education & Training, Regulatory Reform and Sustainability as previously identified and with reference to the endorsed 20 Actions. Steady progress has been made toward the Facilities Management industry's vision of being "... the foremost contributor to a productive and sustainable Built Environment ..."

Highlights during our 2006-07 implementation year have included increased media coverage and conference presentations, an FM Innovation Forum in May, Australia's first undergraduate FM degree program, national regulatory compliance mapping, contribution to the sustainability movement including the soon to be released 'ESD Operations Guide for owners, managers & tenants', and completion of the FM Exemplar Project: Sydney Opera House research, publications and showcase series. This second annual report provides details of these and other significant achievements. The report also sets targets for future developments which will continue to enhance the recognition of Facilities Management as a business enabler and its contribution to the broader community.

I have only praise for the FM Action Agenda implementation team acknowledged herein. I am grateful for the contributions of my FM Action Agenda Implementation Board colleagues, our Recognition Working Groups volunteers, the CRC for Construction Innovation researchers, the FMA Australia Secretariat and our many industry supporters.

I commend this second annual report to you.

Yours sincerely

John V. McCarthy
Chairman
FM Action Agenda Implementation Board



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MAPINFO DIMASI PROPERTY INVESTMENT
AWARD FOR SHOPPING CENTRE
DEVELOPMENTS. PHOTOGRAPH COURTESY
OF PROPERTY COUNCIL OF AUSTRALIA



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PART A - OVERVIEW

VISION FOR THE FACILITIES MANAGEMENT INDUSTRY

The facilities management industry will be the foremost contributor to a productive and sustainable built environment through excellent and innovative management of facility services.

BACKGROUND

Following representations by the Facility Management Association of Australia (FMA Australia) on behalf of the industry, the Australian Government announced the Facilities Management (FM) Action Agenda on 19 January 2004.

The Minister for Industry, Tourism and Resources, the Hon Ian Macfarlane MP appointed a Strategic Industry Leaders Group (SILG) which first met on 31 March 2004. Chaired by John McCarthy and consisting of 15 representatives with expertise across a wide range of the facilities management industry. The SILG determined the need to raise the awareness about the facilities management industry and in April 2005 published a strategic plan with a 20 point action plan for industry recognition and development, the plan was entitled 'FM Action Agenda: Managing the Built Environment' identified the following five focus areas;

- communications
- innovation
- education & training
- regulatory reform
- sustainability

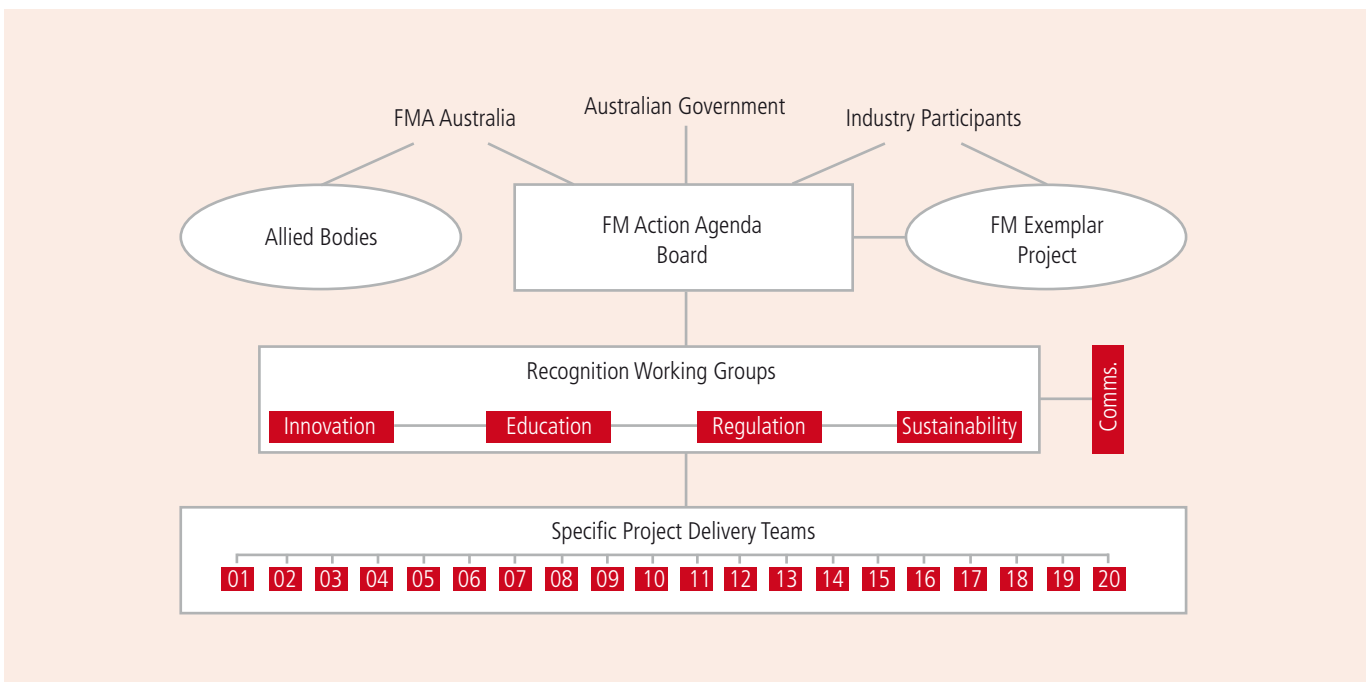
The SILG resolved to create an FM Exemplar Project to research and selected Sydney Opera House and engaged with the CRC for Construction Innovation to achieve innovative FM strategies and models that will showcase improved FM performance and promote best practice.

In August 2005 the Hon Ian Macfarlane MP appointed the FM Action Agenda Implementation Board with John McCarthy as Chairman and Stephen Ballesty as Deputy Chairman. The Board is comprised of a number of members from the former SILG members and additional industry leaders who collectively represent a wide cross-section of the industry and have both the expertise and commitment to drive the FM Action Agenda throughout the implementation phase.

The full FM Action Agenda: Managing the Built Environment can be accessed through the DITR website at www.industry.gov.au or www.fmactionagenda.org

FM ACTION AGENDA LEADERSHIP

The following is a diagrammatical representation of the organisational structure of the FM Action Agenda Implementation Board, the Recognition Working Groups and the Specific Project Delivery Teams. The structure has been widely communicated to government and industry at large via the web, media and presentations locally and overseas.



Source: FM Action Agenda: the Australian Government and industry working together for improvement presentation by Stephen Ballesty.



FM ACTION AGENDA IMPLEMENTATION BOARD

Meeting quarterly, the Implementation Board and Secretariat consist of the following:

John McCarthy	Chairman, AEH Group Chairman, FM Action Agenda Implementation Board
Stephen Ballesty	Managing Director Advisory, Rider Levett Bucknall Deputy Chairman, FM Action Agenda Implementation Board FM Exemplar Project Leader Communications (WG Chair)
Mark Gerdovic	Group General Manager IFS, ISS Facility Services Regulatory Reform
Michael Green	General Manager, Advanced Manufacturing, Action Agenda & Building Branch Department of Industry, Tourism and Resources
Emlyn Keane	National Operations Manager, AMP Capital – Office & Industrial Innovation
Karen Lyon Reid	Executive Director, Queensland Government Accommodation Office, Queensland Department of Public Works Innovation (WG Chair)
Jon McCormick	Managing Director, Multiplex Facilities Management Sustainability (WG Chair)
Richard Mayes	Head Facilities Management, Reserve Bank of Australia Education & Training (WG Chair)
Naomi Nielsen	Deputy Director, FM Services Directorate, University of New England Education & Training (WG Vice Chair)
George Spink	Executive General Manager / Facilities Management, Transfield Services Innovation (WG Vice Chair) & FM Exemplar Project
George Stamas	Director, GJK Facility Services Communications (WG Vice Chair)
Michael Silman	Head of Premises & Facilities, Macquarie Bank Sustainability (WG Vice Chair)
Tony Staveley	Director, Balance Corporate Property Regulatory Reform (WG Chair)
Secretariat	
David Duncan	CEO, Facility Management Association of Australia
Detlef Jumpertz	Manager of the Building Policy Section, Manufacturing Engineering & Construction Division, Department of Industry Tourism & Resources
Michael Flaherty	Building Policy Section, Manufacturing, Engineering and Construction Division Department of Industry Tourism & Resources

The FM Action Agenda Implementation Board wishes to acknowledge and thank the following past Board members who resigned during Year 2 for their contribution:

- Kevin Dickinson
- Steve Gladwin
- John Nakkam
- Sue Pridmore

We also wish to thank those Working Group and Project Delivery Team members who completed their service during Year 2 including; Matthew Clark, Anthony Farrell, Ian Fox, Glen Fraser, Wayne Francisco, David Hartney, Romily Madew, Mark Perryman, Brad Robbins and Janet Wilson.

We wish to thank all of our volunteers for their contributions and their organisations for supporting them in the delivery of the FM Action Agenda during 2006-07.

FM ACTION AGENDA PARTICIPANTS

Communications Working Group

Group Chair Stephen Ballesty, Managing Director | Advisory, Rider Levett Bucknall

Group Members

George Stamas	(WG Vice Chair) Director, GJK Facility Services
Dean Campbell	Commercial Director, ISS Facility Services
David Duncan	CEO, Facility Management Association of Australia
Kerry Lodge	Associate Director – Corporate Real Estate Services, Savills Australia
Aurora Fonte	Managing Director, Assetlink
John Kocic	Alliance General Manager – Australian Federal Police, Five D
Duncan Waddell	Managing Director, FM Intelligence

Innovation Recognition Working Group

Group Chair Karen Lyon Reid, Executive Director, Queensland Government Accommodation Office, Queensland Department of Public Works

Group Members

George Spink	(WG Vice Chair) Executive General Manager, Transfield Services
Paul Akhurst	Facilities Director, Sydney Opera House
James Calder	Director, Woods Bagot
Mark Farrell	Managing Director, MDF Group
Vyt Garnys	Managing Director, Cetec
Emlyn Keane	National Operations Manager, AMP Capital
Martyn Jackson	Babcock & Brown
Mike O'Shea	Director, Currie & Brown (Aust)
Mark Slater	General Manager FM Services, Laing O'Rourke

Education & Training Recognition Working Group

Group Chair Richard Mayes, Head of Facilities Management, Reserve Bank of Australia

Group Members

Naomi Nielsen (WG Vice Chair) - Deputy Director, FM Services Directorate, University of New England

AnnMaree Bullard Education Manager, Facility Management Association of Australia

Andrew Frowd Director Facilities Management, Queensland University of Technology

Bernie Galletti Manager, Property Services Programs, TAFE NSW

Craig Langston Professor of Construction Management, Deakin University

David Leifer Coordinator, Graduate Programme in Facilities Management, University of Sydney

Martin Leitch CEO, fmedge Facility Management Training

David Magee Senior Project Manager, Construction and Property Services Industry Skills Council

Kirsten Smith Director, Change Angels

Alison Theobald Consultant, Futurestep

Rodney Timm Director, Property Beyond

Clive Warren Senior Lecturer, School of Geography Planning & Architecture, University of Queensland

Regulatory Reform Recognition Working Group

Group Chair Tony Staveley, Director, Balance Corporate Property

Group Members

Warrick Smith (WG Vice Chair) Director, LinAle Services

Nicholas Ferrara Director, Rider Levett Bucknall

Bede Foley Director, Allanvale Consulting

Mark Gerdovic Group General Manager IFS, ISS Facility Services

Anthony Herron Consultant, Tress Cox

Steve Jones Director, Commercial & Facilities, Australian Sports Commission

Lou La Delfa National Relationships Manager, O'Donnell Griffin

Paul Micallef Managing Director, Australis Facility Management

Mark Murphy Managing Director, Murphys Group Services

Jane Webster Senior Associate, Minter Ellison

Sustainability Recognition Working Group

Group Chair Jon McCormick, Managing Director, Multiplex Facilities Management

Group Members

Michael Silman (WG Vice Chair), Head of Premises & Facilities, Macquarie Bank

Tony Ceapa National Account Manager, Energy Conservation Systems

David Hood Chairman, David A. Hood & Associates

Peter Hilderson Director of Engineering & Operations, Management Solutions Australasia

Allan Kull National Project Manager, Programmed Maintenance Services

Lou La Delfa National Relationships Manager, O'Donnell Griffin

Graham O'Loughlin Director, O'Loughlin Consultants

Brian Purdey Managing Director, KODO Pacific

Peter Scott Manager, Office Facilities, Woodside Energy

Phil Warren Executive Manager – Development, Transfield Services

FM Exemplar Project: Sydney Opera House Team

Project Leader Stephen Ballesty, Managing Director | Advisory, Rider Levett Bucknall

Research Team

Paul Akhurst Sydney Opera House

Selwyn Clark Queensland Department of Public Works

Lan Ding CSIRO

Robin Drogemuller CSIRO

Andrew Frowd Queensland University of Technology

Alan Griffiths Sydney Opera House

Janet Henriksen University of Sydney

Kylie Legge CRC for Construction Innovation

David Leifer University of Sydney

Chris Linning Sydney Opera House

Sunil Madan Brisbane City Council

David Marchant Woods Bagot

Kat Martindale University of Sydney (February – April 2006)

John Mitchell Consultant to CSIRO

Jason Morris Rider Hunt Terotech (April 2005 – November 2006)

Hans Schevers CSIRO

Dirk Schwede University of Sydney

Peter Scuderi CRC for Construction Innovation

Ankit Shah Rider Levett Bucknall (from May 2006)

Gary Singh Sydney Opera House

George Spink Transfield Services

MarcelloTonelli CSIRO (March to May 2006)

Ron Wakefield RMIT

Jeremy Wu University of Sydney (April 2005 - April 2006)

FM ACTION AGENDA IMPLEMENTATION PHASE

The implementation phase of the FM Action Agenda, currently the responsibility of the Parliamentary Secretary to the Minister for Industry, Tourism & Resources, the Hon Bob Baldwin MP, began shortly after the formation of a voluntary FM Action Agenda Implementation Board, with the Board's first official meeting on 16 November 2005.

The Implementation Board has maintained its diversity via prompt Ministerial appointments to progressively replace resignations. The Board currently comprises John McCarthy and 12 appointees plus DITR representatives and the FMA Australia secretariat. The Board has met quarterly for the past two (2) years and has to date adhered to the FM Action Agenda strategy and 20 point action plan. There have been some minor modifications approved by Board resolution which have expanded the scope of specific actions or redefined the deliverables in response to market conditions.

The 36 month implementation phase has taken a multi-pronged approach to enhancing the recognition of the FM industry and removing impediments to its growth with a 20 point action plan across the following platforms as four (4) Recognition Working Groups:

- Innovation – Improved appreciation of facility life cycles, greater understanding of the key drivers of workplace productivity, and the improved application of information technology.
- Education and Training – Improved access to dedicated FM education and training opportunities and creation clear career pathways into the profession.
- Regulatory Reform – Explore opportunities to harmonise cross jurisdictional regulatory compliance requirements that have an efficiency impact on FM.
- Sustainability – Improved utilisation of existing knowledge and the development of tools and opportunities to improve the environmental performance of facilities.

A Communications Working Group has also been maintained with the dual liaison objectives of internal co-ordinations and external promotions. Each of these five (5) groups have been lead by Board members and resourced by energetic industry volunteers. In Year 2 these groups have involved some 52 individuals from 49 organisations.

In addition the Implementation Board committed to the completion of FM Exemplar Project: Sydney Opera House by the end of 2006, as previously scoped and commenced by the CRC for Construction Innovation, together with selected research and industry partners involving some 25 individuals from 10 organisations.

This second annual report details the FM Action Agenda's progress, achievements and targets for 2007-08.

THE FM ACTION AGENDA IS AN INVALUABLE PARTNERSHIP BETWEEN THE FACILITIES MANAGEMENT INDUSTRY AND FEDERAL GOVERNMENT...

...to not only raise the awareness of the facilities management sector as a major contributor to the economic and functional performance of the broader built environment as well as its contribution to Australia's gross domestic product, but importantly to initiate a number of tangible projects, notably the Sydney Opera House Exemplar Project.



FMA Australia is proud to be associated with this leading edge national undertaking and looks forward to continuing its active participation in such an initiative that will realize many significant and positive outcomes for the facilities management industry for many years to come.

Andrew McEwan, Chairman, FMA Australia







IMPLEMENTATION ACHIEVEMENTS THUS FAR

Significant progress has been made in the first and second years of implementation of the 20 point action plan of the FM Action Agenda. The major achievements are summarised under each of the key areas.

FACILITIES MANAGEMENT IN THE AUSTRALIAN ECONOMY

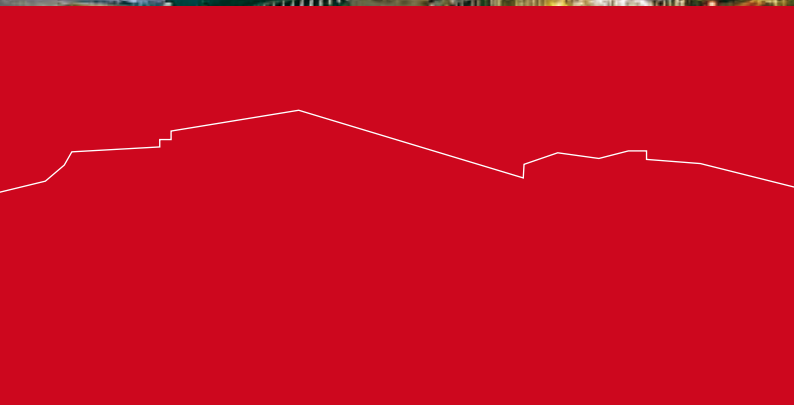
Courtesy of a grant from the Department of Industry Tourism and Resources, Access Economics was engaged in 2004 to prepare a statistical profile of the Facilities Management industry's contribution to the Australian economy. This report was updated in 2007 based on 2005-06 data and the key findings are summarised in Table 1 below.

This report which identified FM activities, was concerned only with the servicing of buildings as provided by both in-house FM personnel and outsourced FM service contractors. Business specific operating costs of facility occupants were excluded. Access Economics found the boundaries of the industry were not precisely defined. For example, while all servicing of buildings used by educational and hospital facilities have the potential to be covered by FM contracts, there is some arbitrariness in deciding where to draw the boundaries on the sizes of office buildings, retail centres and multi-unit residential buildings that are to be included. As a general rule, where Access Economics has had to make a judgement on these matters, they generally erred on the side of understating the size of the FM industry.

Table 1: Facilities Management Contribution to the Australian Economy (2005-06)

Facilities Management Contributions	Value Added (\$m)	GDP (\$m)	Employment ('000)
Direct management component	2,149	2,203	14
Direct service supplier component	6,069	6,221	99
Total direct	8,218	8,424	112
Total indirect	5,382	5,516	68
Combined direct and indirect	13,600	13,940	180
Combined share of Australian economy	1.5%	1.4%	2.10%

Source: Access Economics (2007)



PROGRESS THUS FAR ON INITIATIVES OUTLINED IN THE FM ACTION AGENDA IS EXEMPLARY, AND PLACES USEFUL TOOLS INTO THE HANDS OF FM PRACTITIONERS.



The global FM community is envious of the association-industry-government partnership Australians have mobilized to advance the profession and maximize workplace effectiveness. I believe your efforts will be the benchmark for the rest of the world to follow.



Gary P. Broersma, CFM Chairman, International Facility Management Association (IFMA) and Director Global Facility Management, Covance, USA

COMMUNICATIONS

The Implementation Board members, the Communications Working Group and the Recognition Working Groups have all worked tirelessly to engage government, industry bodies and the education sector through the delivery of presentations and material for the media to advance the objectives of the FM Action Agenda and the facilities management industry as a whole.

2006 saw the launch of the FM Action Agenda's distinctive logo, depicting the intrinsic integration of the natural and built environments. The FM Action Agenda's independence and commitment to information was demonstrated with the establishment of our own dedicated website www.fmactionagenda.org



Industry presentations and media releases continue to profile our unique collaboration between government and industry, both here and abroad, and during the past year alone the achievements of the FM Action Agenda and findings of the FM Exemplar Project: Sydney Opera have been presented to industry audiences in Brisbane, Canberra, Melbourne, Sydney, Atlanta, Manchester, Las Vegas, London, San Diego, and Singapore, with further meetings and presentations planned for Beijing, Kuala Lumpur, New Orleans, Seoul and Shanghai. The FM Action Agenda has also achieved a significant profile in many media outlets and publications including a regular feature in FMA Australia's Facility Perspectives quarterly magazine.

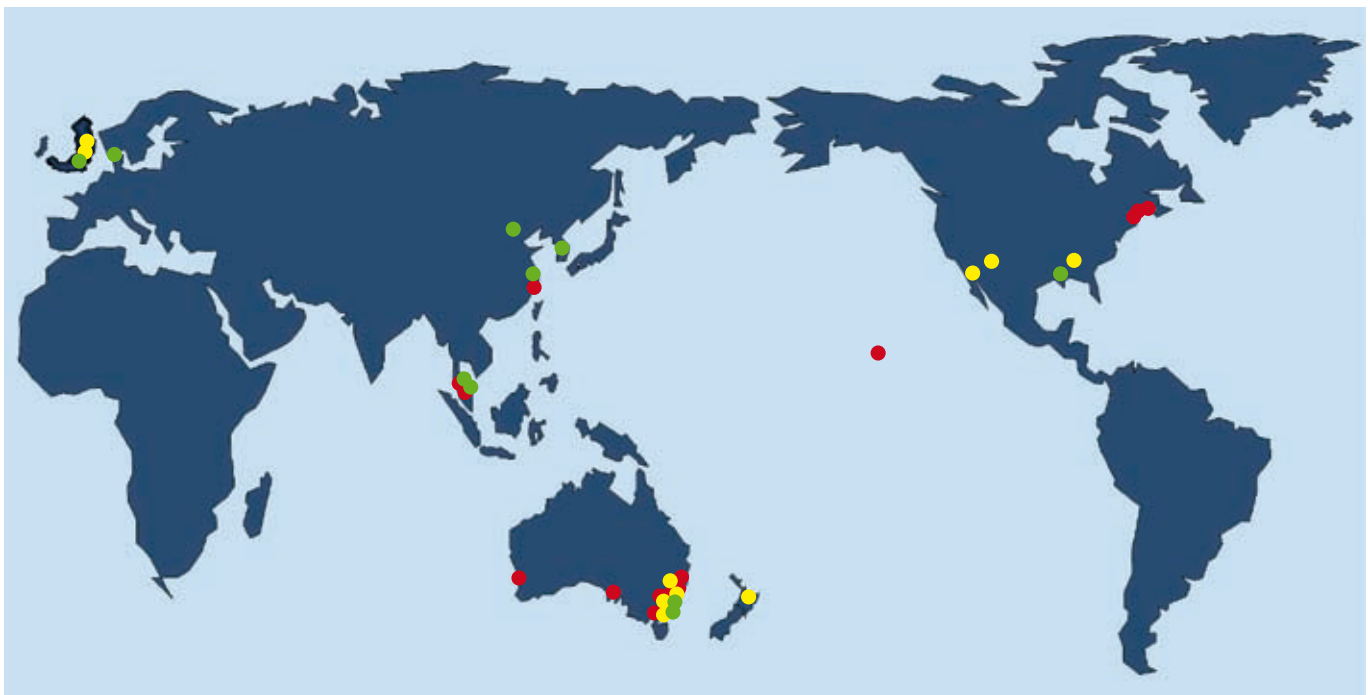
We are in the process of establishing web links for the distribution via download of the FM Action Agenda materials and the FM Exemplar Project: Sydney Opera House's final report 'FM as a business enabler'. The first non FM Action Agenda participant to make these reports available being the IFMA Foundation www.ifmafoundation.org

THE LEADERSHIP OF THE AUSTRALIAN FM ACTION AGENDA ARE TO BE COMMENDED FOR THEIR COMMITMENT TO IMPROVE THE CHANGING WORLDWIDE BUILT ENVIRONMENT ...

...through the advancement of facility management innovation education and research. The FM Action Agenda's contributions and sharing have already created exciting opportunities and unimaginable potential for the future!



Peggy McCarthy, CFM, IFMA Fellow
Chair IFMA Foundation,
Associate District Director of
Facilities at the University of Minnesota



Some locations may have received multiple presentations but only one per year.

● Year 1 (2005-06) ● Year 2 (2006-07) ● Year 3 (Proposed)

INNOVATION

The FM Action Agenda web portal was launched by the FM Action Agenda Implementation Board Chairman, John McCarthy at the FMA Australia's annual conference, *ideaaction 2006*, in Canberra on 1 June.

The Innovation Working Group has conducted a web based survey (82 respondents) identifying innovation as core to business growth and corporate success. The survey confirms that further FM innovation is required in the areas of services procurement and performance benchmarking, with the majority of respondents stating that they learn about innovation through networking. Further development of a web based FM Innovation Forum is planned.

Recently an Innovation Round Table breakfast was conducted at FMA Australia's *ideaaction 2007* conference at which industry leaders exchanged ideas on potential research projects and innovation forums. As a result of the survey and breakfast, the Innovation Working Group will focus on facilitating innovation in the procurement process and sustainable environments.

EDUCATION AND TRAINING

The Education & Training Working Group has engaged with FMA Australia and the Construction & Property Services Industry Skills Council (CPSISC) as part of a broader campaign to raise the profile of facilities management across the educational spectrum. Vocational and Technical Education (VTE) for the facilities management industry has been investigated and good progress has also been made with Australian universities in increasing the availability of facilities management courses at the undergraduate level.

The Education & Training Working Group has established an indicative but comprehensive FM Education & Training framework intended to encourage greater collaboration between the Higher Education and VTE sectors. The innovative project's scope was confirmed with the piloting of one identified functional area within the framework, through the development of a series of work-based learning activities tailored to one or more trial employer groups.

To date the outstanding success has been the establishment of Australia's first undergraduate FM degree program from March 2007 at Deakin University, along with both Bond University and Holmesglen Institute of TAFE introducing FM majors into property / built environment courses by September 2007 and March 2008 respectively (subject to minimum enrolments).

Discussions are also progressing with other educational providers, including the prospect of an online degree program.

REGULATORY REFORM

Cross jurisdictional state and territory variations on regulatory requirements have added a significant cost to the functioning of facilities management across interstate property portfolios. In response, the Regulatory Reform Working Group have developed a detailed understanding of requirements for nine (9) regulatory issues across multiple legislative jurisdictions in order to develop a National Regulatory Protocol recommendation for uniformity. The Working Group also intend to develop FM compliance guides to assist owners, tenants and managers better appreciate the strategic role of FM and the benefits of cross-jurisdictional harmonisation of compliance requirements.

The Regulatory Reform Working Group has undertaken an intensive program of identifying and cross referencing legislation into tabular formats. The focus has been on identifying legislation across each State and the Commonwealth, together with commenting on inconsistencies, and proposing recommended uniformity. Links to legislation have been identified in readiness for their incorporation into a searchable web enabled data base.

The Regulatory Reform Working Group's approach has been to complete recommendations for Action 11, covering asbestos, emergency evacuation plans and cooling towers, incorporating their interaction with disability considerations to enable communication of legislation via a pilot web portal capable of being established towards the end of 2007. Remaining issues within Action 12 will be completed during the next six months with a similar approach planned.

SUSTAINABILITY

The Sustainability Working Group continues to promote the role of the FM industry in sustainability through relevant forums including the ASBEC, CRC for Construction Innovation, Department of the Environment & Water Resources, FMA Australia, GBCA, PCA and, TEFMA. In particular, the Sustainability Working Group has promoted FM Industry's role in reducing greenhouse gas emissions through improved energy usage within the Built Environment. Specific contributions have been made to a range of research projects, forums and publications.

The proposed sustainability deliverable for industry is a Practical Guide to Sustainability for Operational Facility Managers. It is envisaged this Guide will provide a simple and practical framework with which facility managers can implement sustainability measures and assist the FM Industry to play a significant role in a sustainable future. It is thought this Guide could be launched at the Green Cities Conference to be held in Sydney in February 2008, and then be made available via the FM Action Agenda's website.

FM EXEMPLAR PROJECT: SYDNEY OPERA HOUSE

The FM Exemplar Project: Sydney Opera House was initiated by the Australian Government's FM Action Agenda, as part of a strategic framework for managing the built environment. The research, was supported by the Department of Industry, Tourism and Resources, and undertaken by the Cooperative Research Centre for Construction Innovation in collaboration with FMA Australia, Sydney Opera House, Transfield Services, Brisbane City Council, Queensland Department of Public Works, CSIRO, Queensland University of Technology, The University of Sydney and Woods Bagot. The project was led by Rider Levett Bucknall on behalf of the CRC for Construction Innovation and FM Action Agenda.

The FM Exemplar Project: Sydney Opera House was completed late last year, with the final report integrating the Digital Modelling, Services Procurement and Performance Benchmarking research streams entitled 'FM as a business enabler' published in February 2007. This was followed by a second a second publication in April focused on the Digital Modelling outputs entitled 'Adopting BIM for facilities management'.

In May at the *ideaaction 2007* conference gala dinner in Sydney, the CRC for Construction Innovation received the Facility Management Association of Australia's Rider Hunt Terotech Industry Achievement Award for excellence in facility management strategy and practice for their work on the FM Exemplar Project: Sydney Opera House.

The Digital Modelling component of the FM Exemplar Project research also featured in two recent Arup-sponsored international awards – the Jury's Choice category of the American Institute of Architects (AIA) Technology in Architectural Practice (TAP) 2007 Building Information Model (BIM) awards, and the Bentley Awards for Excellence 2007 award for BIM in multiple disciplines.

MOVING FORWARD

The FM Action Agenda has now entered the third year of its 36 month implementation phase.

FM ACTION AGENDA IMPLEMENTATION PLAN SUMMARY

The following provides a summary of the 20 recommendations and status of each.

RECOMMENDED ACTION	COMPLETED FOR YEAR 2	EXPECTED COMPLETION DATE	FUTURE CUSTODIAN
1 Annually update data on the facilities management industry's contribution to the Australian Economy.	Access Economics 2004 report	Updated report due by August 2007	FMA Australia
2 Consult with the Australian Bureau of Statistics with a view to obtaining improved data for the facilities management industry.	Ongoing	Application to Australian Bureau of Statistics by January 2008	ABS
3 Establish a Facilities Management Innovation Forum for the facilities management industry	FM Innovation Forum held in Sydney 10 May 2007	Expand to facilitate information exchange and training by June 2008	FMA Australia and participating industry bodies
4 Establish a web portal for the facilities management industry to disseminate information and provide feedback on innovation, education and training, regulatory issues, and sustainability.	FM Action Agenda web site established 1 June 2006	Further work on content and development by December 2007	FMA Australia and participating industry bodies
5 Promote the benefits of innovation and encourage greater industry collaboration and investment in research and development.	FM Innovation Forum held in Sydney 10 May 2007	Disseminate by October 2007 Innovation Projects by June 2008	FMA Australia and participating industry bodies
6 Highlight the contribution that facilities management makes to productivity by establishing performance measures and 'best practice' benchmarks, incorporating client input, with a specific focus on improving workplace productivity.	Ongoing	Workplace Productivity report by June 2008	FMA Australia and participating industry bodies
7 Work with the Construction and Property Services Industry Skills Council to support the provision of vocational education and training for the facilities management industry.	Ongoing	Handover report by June 2008	FMA Australia and CPSISC
8 Work with Australian universities to increase the availability of facilities management courses at the undergraduate level.	First Australian undergraduate FM courses in 2007	Further liaison and handover report by June 2008	FMA Australia and participating industry bodies
9 Develop an innovative project that will encourage greater collaboration between the VTE and higher education sectors in the provision of facilities management education.	FM Education & Training framework	Pilot project for one functional area by June 2008	FMA Australia and participating industry bodies
10 Undertake an awareness campaign directed at those who influence career choice — including school counsellors, career advisers, educators, parents and students — to increase understanding of facilities management as a career.	Engagement with education providers and government	Further liaison and handover report and recommend future integration by June 2008	FMA Australia and participating industry bodies
11 Promote awareness within the facilities management industry of the regulatory requirements applying in three selected areas (asbestos; emergency evacuation plans; and cooling towers).	Identified legislation across each State devised recommendations for reform and data templates with web links.	Pilot web enabled database and recommend future maintenance December 2007	FMA Australia
12 Identify the regulatory requirements for a further five identified areas (dangerous goods; fall prevention; confined spaces; plant safety; electrical inspection and testing and residual current devices).	Identification of legislation across each State	Pilot web enabled database and recommend future maintenance June 2008	FMA Australia
13 Promote conformity of regulatory requirements and contribute to key areas of regulatory reform.			

RECOMMENDED ACTION	COMPLETED FOR YEAR 2	EXPECTED COMPLETION DATE	FUTURE CUSTODIAN
a) Establish the working group with membership sufficiently skilled and geographically spread to assess, define and implement each of the Action items.	April 2006		
b) Create stage one awareness strategy and post appropriate links on the FM Action Agenda web portal.		September 2006	Refer Actions 11 and 12
c) Review regulatory requirements for each State, comment on the appropriateness of State regulations and create a recommended National Regulatory Protocol for Action 11.	August 2006		
d) Formulate a communication strategy to promote awareness.		September 2006	
14 Promote the role of facilities management in responding to increased demand for corporate accountability associated with sustainability performance.	Industry liaisons and facilitation understanding of corporate social responsibility	a Practical Guide to Sustainability for Operational Facility Managers by February 2008	FMA Australia
15 Promote the role of the facilities management industry in key industry and government forums addressing sustainability.	Industry liaisons and contributions to research projects, publications and courses	Promotion to continue, with a handover report by June 2008	FMA Australia
16 Use the data web portal proposed in Action 4 to disseminate sustainability information.			FMA Australia and GBCA
17 Develop a 'business case' model that highlights the costs and benefits of embracing sustainable practices in the use and management of materials; energy; water; waste; and indoor environmental quality, with a particular focus on workplace productivity.	Industry liaisons and facilitation of business case understanding	a Practical Guide to Sustainability for Operational Facility Managers by February 2008 Future research recommendations June 2008	FMA Australia
18 Establish an Implementation Group comprising leaders of the facilities management industry to manage the implementation of the Action Agenda.	Board appointed August 2005, and maintained during 2006-07	Third and final annual report by August 2008 and report to DITR	n/a
19 Develop a communications strategy to increase recognition of the contribution of facilities management as an industry.	Revised during 2006-07	Third and final annual report by August 2008 and report to DITR	n/a
20 Work with relevant government departments and agencies to identify opportunities to raise awareness of the facilities management industry and to consult on relevant government policies and programs	FMA Australia advocacy	FM Action Agenda completion 30 June 2008	FMA Australia and DITR

MANAGEMENT IS THE NEW BLACK. A WELL-RUN BUILDING BENEFITS OWNERS AND OCCUPANTS ALIKE. THE PROPERTY COUNCIL SUPPORTS THE FM ACTION AGENDA BECAUSE IT AIMS TO IMPROVE THE MANAGEMENT OF BUILDINGS AND THEREBY DELIVER MULTIPLE DIVIDENDS.



Peter Verwer, Chief Executive, Property Council of Australia



FUTURE DIRECTIONS – THIRD YEAR IMPLEMENTATION

The focus of the Working Groups for the third year of implementation of the FM Action Agenda implementation can be summarised across the key areas covering the 20 Actions:

FM in Australian Economy: Disseminate updated to the statistics of the facilities management industry per Access Economics. Make application to the Australian Bureau of Statistics regarding the creation of an FM industry information category.

Communications: Identification of synergies between the Recognition Working Groups outputs and promotion of the achievements of the FM Action Agenda via media releases, published articles and industry presentations and forums. Establish transition plans for all Actions with benefits and deliverables beyond the 36 month FM Action Agenda term.

Innovation: Undertake projects resulting from the Industry Survey focusing on procurement and sustainability. Facilitate the creation of a web based FM Innovation Forum web portal to foster the exchange of innovative ideas and information. Continue the development of the FM Action Agenda web portal including links to other industry groups and case studies. Encourage the establishment of seminars to assist industry participants to become innovative thinkers. Complete the research projects focusing on procurement and sustainability, publishing findings highlighting the contribution that facilities management makes to workplace productivity. Establish a transition plan and make recommendations for future research studies by industry stakeholders.

Education & Training: Building on the relationships established and the FM Education & Training framework encourage greater collaboration between the Higher Education and VTE sectors. Specifically undertaking the innovation project piloting one identified functional area within the framework by developing a series of work-based learning activities tailored to one or more trial employer groups. Monitor the progress of new undergraduate FM degree programs and investigate the scope with other educational providers and the prospect of an online degree program. Continue to campaign FM educational needs and career path opportunities awareness, via Skills Expos and formulate

recommendations for a future industry education integration plan.

Regulatory Reform: Release of a framework for the streamlining of key compliance areas to achieve some cross jurisdictional harmonisation of regulatory requirements, information sharing and setting of national uniformly accepted standards. Establish a transition plan and make recommendations for future standards development and maintenance.

Sustainability: Communicate sustainability issues to industry stakeholders and the community, facilitate collaboration and contribute to research projects. Develop a Practical Guide to Sustainability for Operational Facilities Managers that will provide a simple and practical framework to implement sustainability measures. Continue to contribute to the "business case" model being developed by CRC for Construction Innovation and others, particularly in respect to management aspects. Establish a transition plan and make recommendations for future research studies by industry stakeholders.

QV WINNER, 2007 WALTON
CONSTRUCTION INNOVATION &
EXCELLENCE AWARD FOR MIXED USE
DEVELOPMENTS. PHOTOGRAPH COURTESY
OF PROPERTY COUNCIL OF AUSTRALIA

PART B - 2007 STATUS REPORT

ACTION PLAN – IMPLEMENTATION PROGRESS YEAR 2

The Facilities Management Action Agenda's aim is to develop a strategic framework for the growth of a sustainable and internationally competitive Australian facilities management sector. The 20 point action plan within the FM Action Agenda has been developed to facilitate meeting the industry's vision to become 'the foremost contributor to a productive and sustainable built environment through excellent and innovative management of facility services'.

KEY AREA: FACILITIES MANAGEMENT IN THE AUSTRALIAN ECONOMY

The facilities management industry evolved during the 1980's as a consequence of more widespread outsourcing by business of activities, such as the management and maintenance of buildings. The industry plays a significant role in planning and managing the built environment throughout its life cycle, which has three linked stages: facility creation, operation and disposal.

The industry's primary function is providing strategic management advice on the efficient operation of buildings and reducing operational life cycle costs. The industry is also responsible for ensuring that services are delivered in a way which contributes to the productivity and profitability of building occupants, as well as improved returns for owners and investors.

The range of services provided include traditional building services such as repairs and maintenance, security and cleaning, as well as more technical services requiring highly skilled personnel.

Priorities, Proposals and Progress

ACTION 1

Annually update data on the facilities management industry's contribution to the Australian Economy

As part of the preparation of the FM Action Agenda, the Department of Industry Tourism and Resources commissioned Access Economics to undertake a study on the size of the facilities management industry. The 2004 Access Economics report estimated the facilities management industry contributes \$12.4 billion to Australia's gross domestic product (GDP). This is equivalent to 1.65 per cent of Australia's GDP and includes a direct GDP contribution of \$8.6 billion or around 1.15 per cent of Australia's GDP, and an indirect contribution of a further \$3.8 billion or about 0.5 per cent of Australia's GDP. The Access Economics Report also determined that total employment by the facilities management industry was 172,000 persons in 2002-03. This is equivalent to about 2.1 per cent of Australia's workforce.

The gross value added of the FM industry is determined by subtracting its purchases from its revenues. Access Economics defines the FM industry broadly to include all specified services that could be provided, in principle, by FM firms. The following information is sought from organisations for the statistical update:

1. expenditures by users of FM services, which in total equal FM revenue
2. cost data for suppliers of FM services, and particularly FM firms.

FMA Australia working with Access Economics has prepared an updated statistical profile for the FM industry for 2005-06.

The updated report, completed in September 2007, confirms that the FM industry accounted for combined direct and indirect contributions in 2005-06 of \$13.6 billion of value added, \$13.9 billion in GDP, and (full time equivalent)

employment of 180,000 persons. It is estimated that these combined contributions will represent 1.5%, 1.4% and 2.1% of the corresponding gross value added, GDP and employment for Australia.

ACTION 2

Consult with the Australian Bureau of Statistics with a view to obtaining improved data for the facilities management industry

The FM Action Agenda Implementation Board is committed to updating the data on the facilities management industry's contribution to the Australian economy and an updated survey was conducted by Access Economics during 2006-07, the results are due for release in the latter half of 2007. It is proposed that an application to Australian Bureau of Statistics for the recognition of Facilities Management as a separate industry sector be prepared by January 2008.

Expected completion date: January 2008

KEY AREA: INNOVATION

Achieving growth in the facilities management industry will depend, in part, on fostering a culture of innovation and collaboration in the exchange of information and ideas. Due to the breadth and scope of facilities management, much of the innovation in the industry has been introduced and adapted from other industry sectors, or from overseas.

Envisaged is the creation of a Facilities Management Innovation Forum to foster the exchange of innovative ideas and information, and a web portal to bring this innovation to industry stakeholders.

The Innovation Working Group will facilitate the generation and perpetuation of innovative better practice in the FM community. It will do this by engaging with key innovators throughout industry and sharing the outcomes with participants

Priorities, Proposals and Progress

ACTION 3

Establish a Facilities Management Innovation Forum for the facilities management industry

In February 2007, the Innovation Working Group (WG) undertook a web based survey (82 respondents) to identify areas of focus and topics for the development of an FM Innovation Forum. Woods Bagot hosted the survey and the results have been installed on the FM Action Agenda web portal. The WG presented the findings of the survey at an Innovation Round Table breakfast was conducted at FMA Australia's ideaction 2007 in Sydney on 10 May. As a result of the survey and breakfast, the Innovation Working Group will focus on facilitating innovation to the procurement process and sustainable environments.

Further development of a web based FM Innovation Forum is planned, providing a "one stop shop" for industry to access the latest innovation both nationally and internationally. The Forum will pull together various industry organisation to discuss the latest innovations as well as provide a valuable portal to share case studies and best practice research.

The Forum will be developed by:

- building on the Innovation Round Table Forum in May in Sydney develop industry wide and multi-sectors meetings to discuss the development and promotion of innovation, nationally and internationally;
- creating a "leader page" focusing on innovation (using the existing web

- portal) in conjunction with Winter Corporate Communications and developing a marketing strategy for the Forum to link stakeholders across all related industry sectors (such as property, / asset / facilities management, architectural, engineering and surveying professions);
- calling for papers on the latest innovations, preparing articles and press release material that discuss the value of innovation;
 - seeking industry participation in the web portal discussion site (chat room) that could be live for innovators to submit their case studies and ideas, but more importantly to discuss in a live forum, with their peers, the concepts, in an Australia wide and global context; and
 - encourage the establishment of seminars to assist industry participants to become innovative thinkers.

Expected completion date: June 2008

ACTION 4

Establish a web portal for the facilities management industry to disseminate information and provide feedback on innovation, education and training, regulatory issues, and sustainability

The FM Action Agenda web portal was developed under a grant provided by the Department of Industry Tourism and Resources. The new website was launched on 1 June, 2006 at the FMA Australia's annual conference, ideaaction held in Canberra.

Completed: 1 June 2006

Further work is being undertaken on the FM Action Agenda website to ensure that information about the progress of the FM Action Agenda can be regularly updated. A draft content management strategy paper has been prepared by WinterComms and is being reviewed by a designated Project Delivery Team.

The Innovation Working Group plans to link examples of innovation that exist in the FM Action Agenda web portal to an innovation directory. The directory will have multiple innovation themes or categories and will provide links to other authorised case studies and examples of innovation.

Original completion date: May 2007, revised to December 2007

ACTION 5

Promote the benefits of innovation and encourage greater industry collaboration and investment in research and development

The pilot FM Innovation Forum event held at the FMA Australia ideaaction conference in Sydney provided a means of promoting the benefits of innovation. Specifically the findings of the industry wide survey conducted in February 2007 were presented.

Completed: 10 May 2007

As the survey results are collated, this information will be provided to the industry via the web portal, FM innovation forum and relevant publications.

Expected completion date: October 2007

A number of projects have now been identified including:

- The Procurement Project which will result in a published booklet focusing on how to develop a project procurement model that increases innovation and minimises risk. It is intended that a workshop will be held with a range of procurement specialists including the Australian Procurement and Construction Council;
- The Sustainability Project which will result in the concentration of sustainability information and knowledge in one place for industry users

to access (via the web portal). The project will focus on national and international performance benchmarks and standards and will identify best practice and technologies.

- The Education Project which will establish a one day industry training session in capital cities focusing on 'what is innovation' and teaching the FM industry to think creatively and innovatively.

Expected completion date: June 2008

ACTION 6

Highlight the contribution that facilities management makes to productivity by establishing performance measures and 'best practice' benchmarks, incorporating client input, with a specific focus on improving workplace productivity

Research undertaken by the Innovation Working Group has identified that there is increasing corporate, local government and industry association interest in undertaking research into productivity benefits associated with indoor ecology. A project has now been established which assesses the productivity measurement methodology obtained from the Healthy Buildings Forum in Lisbon, Portugal against recent productivity case studies undertaken in projects across Australia.

The result of this project will be published as performance measures and best practice benchmarks based on existing and new Australian and International data.

Expected completion date: June 2008

KEY AREA: EDUCATION & TRAINING

There is a clearly identified need to ensure that facilities management is seen as a professional career path in its own right, rather than the disparate educational offerings that exist presently. As part of a broader campaign to raise the profile of FM across the educational spectrum, envisaged is a collaborative effort between industry, the Vocational and Technical Education (VTE) sector and universities to increase the availability of facilities management courses at undergraduate level.

The Education & Training Working Group has been set the task to ensure on-going access to highly skilled facilities management workforce recognised by clients as professional and capable of delivering a valuable service.

An innovative project to encourage greater collaboration between the VTE and higher education sectors is also proposed, along with an awareness campaign to increase recognition of facilities management as a career of choice by school leavers.

Priorities, Proposals and Progress

ACTION 7

Work with the Construction and Property Services Industry Skills Council to support the provision of vocational education and training for the facilities management industry

The WG with the assistance of the Construction & Property Services Industry Skills Council (CPSISC) in supporting the provision and development of Vocational and Technical Education (VTE) for the facilities management industry in the following key areas:

- Providing accurate industry intelligence to the VTE sector about current and future skill needs and training requirements, and



- Supporting the development, implementation and continuous improvement of quality nationally recognised training products and services, including Training Packages.

The review of Training Packages has now progressed and therefore discussions have been initiated with FMA Australia to commence the process of formal review to ensure a closer fit with the wider FM Education and Training framework.

The WG will be investigating how the industry can support the development and provision of VTE sector qualifications through identifying changing industry needs and will develop strategies to achieve the objectives of this action in the longer term. The ultimate objective is to more closely align the training package with industry needs through full engagement and collaboration with CPSISC.

In addition the WG is working with the TAFE and VTE sector to identify how the awareness of the VTE sector can be raised within the FM industry.

In order for this to continue the WG's findings, deliverables and recommendations will be provided to FMA Australia and the CPSISC at the conclusion of the FM Action Agenda implementation phase.

Expected completion date: June 2008

ACTION 8

Work with Australian universities to increase the availability of facilities management courses at the undergraduate level

The WG has made good progress with Australian universities in increasing the availability of facilities management courses at the undergraduate level. To date the following has been achieved within the life of the FM Action Agenda, with educational providers have made contributions to the availability of undergraduate degrees in facilities management in Australia;

a) Deakin University: Bachelor of Construction Management / Bachelor of Facilities Management combined degree* (5 year program) with early exit option leading to Bachelor of Facilities Management (after three years), offered from March 2007. A Bachelor of Facilities Management (Honours)* is also available from March 2008. Students undertaking Deakin's Bachelor of Management and Bachelor of Commerce degrees will be able to undertake a major in FM in their final year from March 2007. Courses marked (*) are accredited by the RICS.

b) Bond University: Bachelor of Property and Sustainable Development (2 year program) with an optional major in Asset and Facility Management available from September 2007 (subject to minimum enrolments).

c) Holmesglen Institute of TAFE: Bachelor of Built Environment (1 year program following 2 year Bachelor of Applied Science (Built Environment) with an optional major in Facilities Management available from March 2008 (subject to minimum enrolments).

Discussions are continuing in regard to Macquarie University's Bachelor of Business Administration to develop a new specialisation in Facilities Management (current specialisations include Event Management, Hospitality Management, Property Services Management, International Tourism, and Retail Services Management). The University of New South Wales has included some FM subjects within its new Bachelor of Construction Management and Property program.

In view of the need to ensure national coverage the prospect of an online degree program will be investigated. Deakin University and fmedge have agreed to collaborate on the development of an online/off campus pathway leading to a Bachelor of Facilities Management. Another possible provider could be the Open University Australia.

In order for this to continue the WG's findings, deliverables and recommendations will be provided to FMA Australia at the conclusion of the FM Action Agenda implementation phase.

Expected completion date: June 2008

ACTION 9

Develop an innovative project that will encourage greater collaboration between the VTE and higher education sectors in the provision of facilities management education

The WG has established an indicative but comprehensive FM Education & Training framework intended to encourage greater collaboration between the Higher Education and VTE sectors. The innovation project scope has been confirmed as piloting one identified functional area within the framework by developing a series of work-based learning activities tailored to one or more trial employer groups.

Based on industry consultation to date the preferred competencies and enabling skills for the pilot will be drawn from one of the following functional areas within the framework;

- a) Environment, ESD, Energy and Utilities Management at Asset Management functional area.
- b) Change enablement and management at the Business Alignment functional area.
- c) Risk Management including OH&S and Security at the Service Delivery functional area.

A draft project plan structure has been developed based on using existing industry, VTE and HE courses and modules as well as relevant competencies as defined by PODS.

The innovation shall lie with the delivery strategy and the adoption of a problem-based approach that will provide authentic and relevant learning experiences with a view to delivering targeted professional development courses for the Facility Management industry in Australia.

Currently the WG is finalising the Project Plan, including working with the selected employer to design the pilot project and delivery of training. The key deliverable will be to offer comprehensive information on career paths and opportunities within the industry at all points of entry into the industry by participants.

Expected completion date: June 2008

ACTION 10

Undertake an awareness campaign directed at those who influence career choice – including school counsellors, career advisers, educators, parents and students – to increase understanding of facilities management as a career

The WG is engaging with education providers and government to capture the key requirements which will build an effective awareness campaign. Presently it is a considerable effort to understand the existing avenues available for potential FM students when looking for career options and guidance. A number of observations have made and include;

- there are a number of key publications such as the "Careers Outline", the "TAFE Handbook" and the "University Handbook" and events such as careers expos occur annually,
- for industry to gain recognition at the Secondary School level, careers

advisors need to see the topic requirement, and recommend the relevant high school electives for required in the FM sector.

- the FM profession requires increased profile at the University and TAFE level, these institutions need to understand what FM is and appreciate the demand for FM related topics, and
- FM draws on a wide range of existing curricula; these should be arranged into a more relevant format to represent the various FM industry roles with which a student can identify.

The WG has concluded that specifically targeted promotion is likely to deliver public awareness in interest categories which would in turn drive demand for FM industry education; and, that broader education will occur as industry definition matures over time.

The CPSISC has invited FMA Australia to participate in forthcoming Skills Expos to be held in Brisbane and Sydney during 2008. The Skills Expos are joint initiative of the Australian and the State Governments, and is aimed to attracting school leavers into apprenticeships / traineeships across a range of industries.

In addition other events are being identified during 2007-08 where the recognition of FM could be enhanced. This will include the development of an event strategy and implementation plan, secure support of stakeholders and producing necessary communications / promotional materials.

Expected completion date: June 2008

THE GLOBAL FACILITY MANAGEMENT ASSOCIATION (GLOBAL FM) IS A RELATIVELY NEW INITIATIVE, WHICH ITSELF WAS IN PART STIMULATED BY THE AUSTRALIAN FM ACTION AGENDA...

...recognising that collaboration amongst those working within the built environment, including public and private sectors, offers tremendous value to the community. It is our intent, with the support of FMA Australia, to take the lessons learnt and the benefits realised through the FM Action Agenda and share them with the FM Communities across the World.



Stan Mitchell

Chairman, Global FM
Past Chairman, British Institute of Facilities Management
and Director, Key Facilities Management Ltd, Scotland

KEY AREA: REGULATORY REFORM

There is a considerable compliance reporting burden placed on the facilities management, and the facilities management industry is seeking regulatory reform in order to create better efficiencies derived from the conformity of regulatory requirements. It is envisaged that participation in the various regulatory consultative mechanisms, and a proactive leadership approach in facilitating regulatory reform in key designated areas will facilitate the change required in working towards national regulatory reform.

Work is continuing to ascertain a detailed understanding of the complex matrix of regulatory requirements by State, and to enable the creation of an effective communication strategy to promote awareness to industry, government and the greater public through the following FM Agenda Action steps.

Priorities, Proposals and Progress

Government regulations, codes, standards and guidelines in relation to essential the healthy and safe delivery, maintenance and occupation of our Built Environment continue to evolve and owners are required to reassess their obligations on an ever increasing basis. The Regulatory Reform Working Group (WG) has determined that rather than Federal legislation being created that could take years to negotiate, a National Regulatory Protocol that was consistent with State Legislation would be more appropriate.

Building on the Trotman Report (2004, refer Appendix 1), which was commissioned by the FM Action Agenda in 2004 to examine the benefits, costs, impact of likely regulatory simplification for FM compliance for the eight selected issues, being;

- a) Asbestos
- b) Emergency evacuation plans
- c) Cooling towers / legionella
- d) Dangerous goods
- e) Fall prevention
- f) Confined spaces
- g) Plant safety
- h) Electrical inspection, testing and residual current devices

The Regulatory Reform WG's focus has been on improving and augmenting these into a concise National Regulatory Protocol recommendation that is consistent with State legislations, in order to promote regulatory uniformity.

This has included the eight (8) priority regulatory action areas defined in 'FM Action Agenda: Managing the Built Environment'. In addition in 2006 the Implementation Board endorsed the inclusion of Equality of Access as a ninth regulatory reform focus area, and a Project Delivery Team was formed to deal with this area.

Across industries the current trend appears to favour uniform legislation in relation to matters of national importance. The Council of Australian Governments (COAG) is the peak intergovernmental forum in Australia and supports this view and the imperative to simplify the compliance process. The advantage of uniform legislation is obvious - people and industries affected by legislation, and those who advise on it would no longer need to be familiar with seven different Acts and regulations in order to conduct their business or advise their clients. This is of course before even considering codes that enforced at a local government level.

The task of the WG is not to rewrite legislation, rather our work to date has concentrated on;

- Obtaining legislation and regulations for the Action items across all layers of government, together reverencing Standards Australia, BCA and other industry bodies.
- Assessing the appropriateness of regulations
- Recommending a uniform national minimum standard
- Devising an effective yet simple mechanism to make regulations readily accessible
- Devising a simple process to keep a centralised data base of regulations up to date

The WG have focussed on the adoption of a recommended framework of minimum standards, and have established that minimum appropriate standard based on reviewing the commonality of existing regulations across all tiers of government. It is considered that any existing national standard should be the base of all legislation and we therefore need to assess if this base could be enhanced by or is in conflict with other existing regulation. As we go through each area of legislation we have referenced it to enable it to

be readily discoverable online through a common portal.

The responsibility for a great deal of legislation does not distinguish between building owner, occupier or manager and we contend that access to this information is currently excessively difficult to obtain as competing interest vie for control of the information. Maintaining regulatory simplicity and currency will allow evolution into a uniform set of industry Acts and Regulations. Having a centralised portal of compliance information maintained by those who should be most motivated by it needs to be adopted.

The regulatory framework will be detailed in an FM Action Agenda report on Regulatory Reform in which highlights links to applicable websites. These will provide a considerable amount of additional relevant information for stakeholders.

The Facility Management Association of Australia would seem an obvious champion and long term custodian for this initiative.

ACTION 11

Promote awareness within the facilities management industry of the regulatory requirements applying in three selected areas (asbestos; emergency evacuation plans; and cooling towers)

a) Asbestos

The concise National Regulatory Protocol template will for asbestos have a twofold purpose:

- A) Detail the applicable legislative and regulatory references relevant to each of the States of Australia and the Commonwealth; and
- B) Inform employers, workers, self-employed persons, controllers of premises and key stakeholders associated with the management, control or removal of asbestos from buildings, structures, plant and equipment, and vehicles of the applicable legislation, guidelines and codes of practice relevant nationally.

The application of the regulatory framework is relevant in both occupational and non-occupational settings.

Administration of the relevant legislation is undertaken by the WorkCover Authority in each State. Compliance is encouraged by penalties and fines for parties found to be in breach.

While each State has its own piece of legislation relevant for the control, management or removal of asbestos, a number of States either refer to or have adopted the Code of Practice for the Management and Control of Asbestos in Workplaces (Asbestos Management Code - NOHSC:2018 - 2005), and the Code of Practice for the Safe Removal of Asbestos second edition (Asbestos Removal Code -NOHSC:2002 - 2005) as a framework for risk assessment, control, monitoring and risk control measures in relation to asbestos. These Codes of practice are administered by the Australian Safety and Compensation Council (ASCC) which was formerly known as the National Occupational Health and Safety Commission (NOHSC).

b) Emergency Evacuation Plans

The concise National Regulatory Protocol template will for emergency evacuation plans have a twofold purpose:

- A) A summary of the relevant legislative documents which govern emergency evacuation plans for each of the States of Australia and the Commonwealth; and
- B) Identify the specific requirements for under each jurisdiction with respect to the obligations imposed by the various Occupational Health & Safety Acts nationally.

Additionally, due to the increasing awareness of providing equitable access (and resulting in providing evacuation / egress) for people with disabilities, a significant amount of information has been gathered from a number of resources from Australia and the US as a benchmark.

This data can be used to inform employers, workers, self-employed persons, facility managers and key stakeholders associated with the management, control or movement of all people in a facility of the importance of providing evacuation for all people using a facility.

We have been able to identify some key recommendations, with respect to the data gathering, so as to establish some guidelines for uniformity through the nation:

Creating and implementing emergency evacuation plans compliance with relevant Australian Standards and codes of practice;

- Developing and implementing common emergency evacuation policies, procedures and guidelines;
- Preparing an emergency evacuation management committee;
- Creating measurements for such implemented policies, procedures and guidelines;
- Educating and training people for emergency evacuation plans;
- Input from people working in the environment; and
- Preparing a checklist for emergency evacuation plans

At present there is national document dealing with the formulation of an evacuation plan, hence it is difficult for FM practitioners to meet their responsibilities to building owners and occupiers with certainty. However, Standards Australia Committee FP-017 is currently in the final stages of revision of AS 3745-2002 titled "Emergency control organisation and procedures for buildings, structures and workplaces". It is expected that the new draft, titled "Planning for emergencies", will be released in 2008.

c) Cooling Towers

The Commonwealth of Australia has not sought to introduce uniform legislative standard relevant to cooling towers and water systems. Instead, the management of these is determined by State legislation and guidelines underpinned by the relevant Australian Standards. The concise National Regulatory Protocol template will for cooling towers detail the applicable legislation and regulations relevant to each of the States in Australia and the Commonwealth.

The primary reference document used to facilitate control measures to minimise or prevent health hazards associated with cooling towers and air and water systems in buildings throughout Australia, is the Australian / New Zealand Standard AS/NZS 3666 (Air-Handling and Water Systems of Buildings – Microbial Control). The standard has 3 parts relevant to:

Part 1: Design, Installation and Commissioning (AS/NZS 3666.1: 2002)

Part 2: Operation and Maintenance (AS/NZS 3666.2: 2002)

Part 3: Performance Based Maintenance of Cooling Water Systems (AS/NZS 3666.3: 2000)

Control measures in place throughout Australia have legislative backing, although the means of enactment and administration of the relevant State legislation and enforcement agencies differ from State to State. Considerably more development and research in relation to applicable legislation and guidelines relevant to cooling towers and air-handling, and water systems has taken place in Victoria compared to other Australian States. While the reason for this is not clear, the presence of a more detailed requirements in Victoria compared to other Australian States, places additional obligations on building owners and facility managers in terms of building development and maintenance in that State.

Expected completion date: December 2007

ACTION 12

Identify the regulatory requirements for a further five (5) identified areas (dangerous goods; fall prevention; confined spaces; plant safety; electrical inspection and testing and residual current devices)

a) Dangerous goods

Background work continues in this area which will come under increased focus in the later half of 2007. As is consistent in all areas being considered there are great differences in requirements across the nation and a simplified reference tool should make accessing and understanding requirements a much simpler proposition for managers.

b) Fall prevention

All States have a number of different regulations and Codes of Practice, they are often contradictory and confusing to all stakeholders. The Project Delivery Team reviewing of this area is lead by experts in the field, and they are progressing ahead of program.

The National Occupational Health and Safety Commission has a Draft Code of Practice for Prevention of Falls that is currently been assessed addressing these differences of height thresholds and who is appropriate to be responsible on a national basis. Fall Prevention has a common ground in the states of WA, NSW and NT, while in SA the OHS regulations have no height threshold, they simply regulate for all falls.

c) Confined spaces

This item has deferred to the latter half of 2007, however the regulatory framework template that has been developed Action 11 will expedite the resolution of this item.

d) Plant safety

This item has deferred to the latter half of 2007, however the regulatory framework template that has been developed Action 11 will expedite the resolution of this item.

e) Electrical Testing and Tagging and Testing of Residual Current Devices

All States and Territories throughout Australia have standards in relation to the regime of testing required. However, there is very little legislation or codes of practice that include a regime of servicing or inspection. It appears that all legislation points to an individual building controller or company facilities controller being required to undertake a risk assessment whilst being charged with maintaining a safe and healthy environment.

This item has progresses well, the Project Delivery Team have developed a good understanding of the inter-relationships between legislation, standards and relevant authorities requirements in this vital area. This work will be by a panel of the major industrial maintainers of electrical services in commercial buildings. This will enable us to obtain feedback on the real and practical requirements for both users and installers under the legislation, and any potential compliance gaps.

Initial findings suggest there is a deficiency the level of adequate electrical services maintenance being undertaken in the industry, the WG anticipate developing recommendations to mitigate the potential compliance risks.

Expected completion date: June 2008

Additional to the original scope of Action 12, per the Implementation Board resolution of 15 November 2006.

f) Equality of Access

The Regulatory Reform WG identified the area of access for persons with disabilities as the largest single issue of regulatory compliance affecting managers, owners, planners and practitioners. In 2006 the FM Action Agenda Implementation Board endorsed the inclusion of equality of access as a ninth regulatory reform focus area, and a Project Delivery Team was formed to deal with this area.

Specific recommendations on how to best progress this item are being developed. At this stage the access and egress issues are being incorporated into the work nearing completion on Emergency Evacuation Plans.

Expected completion date: June 2008

ACTION 13

Promote conformity of regulatory requirements and contribute to key areas of regulatory reform

a) Establish the working group with membership sufficiently skilled and geographically spread to assess, define and implement each of the Action items.

Completed April 2006

b) Create stage one awareness strategy and post appropriate links on the FM Action Agenda web portal.

Completed September 2006

c) Review regulatory requirements for each State, comment on the appropriateness of State regulations and create a recommended National Regulatory Protocol for Action 11.

Completed August 2006

d) Formulate a communication strategy to promote awareness.

Completed September 2006

KEY AREA: SUSTAINABILITY

The FM industry is in a strong position to influence decisions made by business and governments to deliver lower environmental impacts. Hence, there is a need for FM to take a leadership role in raising awareness of the benefits of a more sustainable Built Environment.

Over the last 12 months, there has been a significant macro change in attitudes towards sustainability, driven by the convergence of many factors well beyond the influence of the FM Action Agenda, including;

- Widespread distribution of Al Gore's film "An Inconvenient Truth" and ongoing Australian drought
- Release of the Intergovernmental Panel on Climate Change (IPCC), Fourth Assessment Report
- Release of the Stern Review Report on the Economics of Climate Change

There is recognition by both major political parties that environmental sustainability will be a key issue in the next federal election, due in late 2007. Increasingly though FM practitioners rather than having to justify or make the business case for sustainability, are now confronted with the question of 'How to be sustainable?' Hence, the 'goal posts have moved' in the relatively short life of the FM Action Agenda.

The Sustainability Working Group (WG) have played a role in facilitating recognition of the FM industry's role in delivering a more sustainable Built Environment, and continue its proactive role in key industry and government forums on sustainability to achieve the desired outcomes against Actions 14-17. The proposed global deliverable across these four Actions for industry



is a Practical Guide to Sustainability for Operational Facilities Managers. This will provide a simple framework for Facilities Managers to start on the sustainability path. It is envisaged this Guide will compliment the soon to be released Department of Environment & Water Resources' "ESD Operations Guide for owners, managers & tenants", and assist in bridging the intent and reality gap to enable the FM Industry to play a significant role in a sustainable future.

The target launch of the Guide of the will be at the Green Cities Conference to be held in Sydney in February 2008.

Priorities, Proposals and Progress

ACTION 14

Promote the role of facilities management in responding to increased demand for corporate accountability associated with sustainability performance

The Australian Built Environment contributes to significant Greenhouse gas emissions (23% for residential and non-residential combined, per the ASBEC Climate Change Task Group's report, 'Capitalising on the building sector's potential to lessen the costs of a broad based GHG emissions cut' prepared by the Centre for International Economics), uses substantial quantities of water, produces substantial amounts of waste and influences the productivity of occupiers both positively and negatively. Other sustainability agendas are largely focused on new developments and are ignoring the opportunities available to deliver significant benefits across the existing Built Environment.

Given the recent increased focus on Corporate Social Responsibility (CSR) and accountability demands associated with sustainability performance, it is now common to see corporations and governments adopting sustainability criteria, particularly in relation to their accommodation. The criteria generally being expressed in star ratings under one of the design and / or operational performance tools. The Design and Construction Industry is readily adopting this as good practice delivery, but there is still the potential for disconnect with the operational phase of the facility life cycle.

The key outcome for Action 14 is to promote the role of FM in bridging the perceived gap between the promise of design (for example ABGR commitment targets and Green Star ratings) and delivered performance. The emergence of NABERS as a performance management tool within environmental sustainability may assist in bridging the gap and highlighting the role of FM.

Expected completion date: June 2008

ACTION 15

Promote the role of the facilities management industry in key industry and government forums addressing sustainability

The WG continues to promote the role of the FM industry in relevant forums including the ASBEC, CRC for Construction Innovation, Department of the Environment & Water Resources, FMA Australia, GBCA, PCA and, TEFMA. In particular, the WG has promoted the role that the FM Industry can take in reduction of greenhouse gas emissions through improved energy usage within the Built Environment. Over the last decade greenhouse gas emissions due to the built environment have increased significantly above the Kyoto Protocol target of 108% above 1990 levels and the FM Industry can play a key role in reducing these emissions from a sector which will become a larger proportionate contributor to greenhouse gas emissions over the coming decades.

In particular, contributions have been made to the following initiatives;

- CRC for Construction Innovation's 'Your Building' – business case module
- Department of the Environment & Water Resources' 'ESD Operations Guide for owners, managers & tenants' due for release in September 2007
- Dusseldorp Skills Forum's report "An Overview of Facilities Management"
- FMA Australia's course material for 'Sustainability for Facilities Managers'
- GBCA's course material for 'Green Star for Property Professionals'
- GBCA's 'Office Existing Building – Extended Pilot'
- PCA's 'a Guide to Office Building Quality'
- Victorian Department of Sustainability's VEETS submission
- Warren Centre's 'Low Energy High Rise Project'

Expected completion date: June 2008

ACTION 16

Use the data web portal proposed in Action 4 to disseminate sustainability information

It is intended that once complete that a Practical Guide to Sustainability for Operational Facility Managers will be published in PDF format and available via the FM Action Agenda website and other links.

Expected completion date: February 2008

ACTION 17

Develop a 'business case' model that highlights the costs and benefits of embracing sustainable practices in the use and management of materials; energy; water; waste; and indoor environmental quality, with a particular focus on workplace productivity

The original focus for Action 17 had been to develop or contribute to the business case based environmental benefits rather than purely financial benefits. However, the political, social and economic 'goal posts have moved' in the relatively short life of the FM Action Agenda, to the point where increasingly rather than having to justify or make the business case for sustainability FM professionals are now confronted with the question of 'How to be sustainable?' Hence, the WG have focused not just on the recognising the role played by the FM Industry in facilitating sustainability but on how to achieve it.

The proposed sustainability deliverable across these four Actions for industry is a Practical Guide to Sustainability for Operational Facilities Managers. This will provide a simple framework to start on them sustainability path. It is envisaged this Guide will assist in bridging the intent and reality gap to enable the FM Industry to play a significant role in a sustainable future. It could be launched at the Green Cities Conference to be held in Sydney in February 2008, and then be made available via the FM Action Agenda's website.

Expected completion date: February 2008

Notwithstanding this the WG has continued to contribute to the "business case" model that is being developed by CRC for Construction Innovation and others, particularly in respect to management aspects. With regard to workplace productivity and the link with sustainability, this study is considered beyond the current resources of the FM Action Agenda. It is anticipated that recommended research studies could be scoped by the WG for future work by other industry stakeholders.

Expected completion date: June 2008

KEY AREA: IMPLEMENTATION

The implementation phase of the FM Action Agenda, currently the responsibility of the Parliamentary Secretary to the Minister, the Hon Bob Baldwin, began shortly after the formation of the FM Action Agenda Implementation Board in September 2005. The 36 month implementation phase takes a multi-pronged approach to enhancing the recognition of the FM industry and removing impediments to its growth with a 20 point action plan across the Recognition platforms of Innovation, Education & Training, Regulatory Reform and Sustainability.

Priorities, Proposals and Progress

ACTION 18

Establish an Implementation Group comprising leaders of the facilities management industry to manage the implementation of the Action Agenda

Following the appointment of the Implementation Board by the Hon Ian Macfarlane, MP Minister for Industry, Tourism and Resources, the Board's first official meeting was held in November 2005, since which time the Implementation Board has formed the Recognition Working Groups and Project Delivery Teams and worked closely with all industry stakeholders.

Completed: August 2005

The Implementation Board meets quarterly to oversee the progress of the implementation of the FM Action Agenda. All members of the Implementation Board are actively involved in leading the Recognition Working Groups across the key areas to ensure that the FM Action Agenda is delivered. During Year 3 the Recognition Working Groups will establish transition plans for the Implementation Board's approval for all Actions with benefits and deliverables beyond the 36 month FM Action Agenda term.

Expected completion date: June 2008

ACTION 19

Develop a communications strategy to increase recognition of the contribution of facilities management as an industry

The FM Action Agenda has implemented a campaign designed to communicate clear messages about the contribution the facilities management industry makes in managing Australia's Built Environment. Specifically, the FM Action Agenda's distinctive logo and dedicated website www.fmactionagenda.org have been established. The members of the Implementation Board continue to meet with allied industry groups, and have delivered presentations, given interviews and contributed to industry journals, to further the objectives of the FM Action Agenda for the benefit to the facilities management industry and communities as a whole.

A Communications Register has been maintained, and Part C of this report details our Year 2 achievements in terms of;

- Media Summary detailing media releases and coverage given to the FM Action Agenda in various magazines, journals and websites (excluding the FM Action Agenda website); and a
- Industry Presentations & Forums list detailing Australian and overseas functions featuring FM Action Agenda materials.

The FM Action Agenda have also achieved profile in many media outlets and publications including a regular feature in FMA Australia's Facility Perspectives magazine.

Completed as at June 2007

The Implementation Board continue support the Communications Strategy including further media dissemination and conference presentations. Invitations have been received for Year 3 to attend Beijing, Kuala Lumpur, New Orleans, Seoul and Shanghai.

Prepare a schedule of FM Action Agenda deliverables for June 2008, and complete a Year 3 Implementation Phase report. Also we will establish transition plans for all Actions with benefits and deliverables beyond the 36 month FM Action Agenda term.

Expected completion date: 30 June 2008

ACTION 20

Work with relevant government departments and agencies to identify opportunities to raise awareness of the facilities management industry and to consult on relevant government policies and programs

The FM Action Agenda has engaged with relevant Government departments and agencies, and media to identify opportunities to raise awareness and enhance opportunities for recognition of the facilities management industry. To this end the Implementation Board members and the Recognition Working Groups are working tirelessly with government departments, industry bodies and the education sector.

Expected completion date: 30 June 2008

TO HAVE THE MINISTER FOR INDUSTRY RECOGNISE THE IMPORTANCE OF THE `LIFE CYCLE OF OUR BUILT ENVIRONMENT' AND SUPPORT `FACILITIES MANAGEMENT AS AN INDUSTRY' IS AN EXTRAORDINARY ACHIEVEMENT.



The development of the Australian FM Action Agenda is like 'music to our ears' in many parts of the world. Congratulations on your progress, and thank you for sharing.

José Luis García Cuartero

Chairman, EuroFM and Managing Director, Cadour Group, Spain



FM EXEMPLAR PROJECT: SYDNEY OPERA HOUSE

The FM Exemplar Project: Sydney Opera House was a research project initiated by the FM Action Agenda in April 2005 and completed in November 2006. The project was supported by the Australian Government and conducted by as a Cooperative Research Centre for Construction Innovation (CRC-CI) project with a team of 25 individuals from 10 supporting organisations.

The FM Exemplar Project utilising one of Australia's most recognisable icons focused on three (3) key FM research streams of digital modelling, services procurement and performance benchmarking. Another distinguishing feature of the project that sets it apart from previous research was the project's objective of linking each of these three streams together to produce an integrated Facilities Management framework. Further the project aimed to develop innovative FM strategies that would showcase FM performance and promote best practice across three (3) research streams;

Digital Modelling developed an appropriate Building Information Model (BIM) strategy and investigated the potential information systems to enable a future integrated platform to support FM activities and processes for this Australian icon. BIM offers many advantages for the FM industry particularly as an integrated data source which is model driven and provides data consistency and system functionality. Furthermore, the use of an Industry Foundation Classes (IFC) model offers in this respect even more advantages as it addresses the importance of interoperability between software systems. The adoption of Digital Modelling systems have the potential to not only manage primary data more effectively but also to offer practical systems for detailed monitoring, and analysis of facility performance that can underpin innovative and more cost effective management of complex facilities.

Services Procurement focused on the building maintenance and cleaning services procurement, especially with reference to in-house versus outsourcing methodologies and collaborative tendering in the context of the user requirements, organisational culture and the service provision reliability and risk sharing. A multi-criteria assessment approach is being investigated to support decision-making strategies and guidelines for selection of appropriate FM procurement routes.

Performance Benchmarking focused on the strategic asset management of iconic facilities with similar functionalities, with a bias for the performing art centres. In identifying the success factors for the functional areas of FM and delivering a benchmarking framework and recommendations on implementation of best practice the study has conducted a two (2) stage survey of iconic facilities. This has provided a basis to develop Key Performance Indicators (KPI's) against organisational objectives in order to better monitor, control and improve FM performance. Participation from international comparators of iconic status was sought as part of the study. Collaboration between Services Procurement and Benchmarking included sharing of the benchmarking data and utilisation of KPI's to support innovative procurement strategies.

The defining aspect to this project is the collaboration between the three research themes and the prospect of real progress towards an integrated FM solution.

The final report of the FM Exemplar Project: Sydney Opera House integrating the Digital Modelling, Services Procurement and Performance Benchmarking research streams entitled 'FM as a business enabler' was published in February 2007. This was followed by a second publication in April focused on the Digital Modelling outputs entitled 'Adopting BIM for facilities management'.



In May at FMA Australia's ideaction 2007 conference gala dinner in Sydney, the CRC for Construction Innovation received the Facility Management Association of Australia's Rider Hunt Terotech Industry Achievement Award for excellence in facility management strategy and practice for their work on the FM Exemplar Project: Sydney Opera House.

The Digital Modelling component of the FM Exemplar Project research also featured in two recent Arup-sponsored international awards – the Jury's Choice category of the American Institute of Architects (AIA) Technology in Architectural Practice (TAP) 2007 Building Information Model (BIM) awards, and the Bentley Awards for Excellence 2007 award for BIM in multiple disciplines.

THE FM EXEMPLAR PROJECT HAS MADE A SIGNIFICANT CONTRIBUTION TO THE BODY OF FM INDUSTRY KNOWLEDGE AND HAS DEMONSTRATED AUSTRALIA'S LEADERSHIP IN THE FM PROFESSION GLOBALLY



John McCarthy, FRICS
Chairman, FM Action Agenda,
Chairman, CRC for Construction Innovation and Chairman,
AEH Group

Further, Sydney Opera House was awarded UNESCO World Heritage Listing on 28th June 2007.

The FM Exemplar Project represents an excellent opportunity to leverage off the iconic nature of Sydney Opera House, to answer some unique FM challenges, and to support the FM Action Agenda in promoting the benefits of improved information, service delivery and performance for the benefit of the FM industry, stakeholders and ultimately the community.

Stephen Ballesty
FM Action Agenda Deputy Chairman
CRC for Construction Innovation Project Leader

PART C – OTHER KEY INFORMATION

APPENDIX 1

The following table summarises the subjective ratings of costs, impact and likely regulatory change for the eight (8) selected issues.

ISSUE	ASBESTOS	COOLING TOWERS	EPS	FALL PROTECTION	INSPECTION, TESTING & RCDS	DANGEROUS GOODS	CONFINED SPACES	PLANT
Estimated Costs	High	High	Medium	High	Medium	Medium	Medium	Low
Community Impact	High	High	High	High	Medium	Medium	Medium	Medium
Regulatory change	High	High	Low	Low	Medium	Low	Low	Low
Government Engagement	High	Medium	Medium	Low	Low	Low	Low	Low
Relevance to the Role of FM	High	High	High	Medium	Medium	Medium	Low	Low
SCORE	15	14	11	10	9	8	7	6
RATING	1	2	3	4	5	6	7	8

This assessment elected asbestos, cooling towers and emergency plans as the three most significant issues for further analysis. In addition it was proposed that the definition of confined spaces be addressed as a separate issue due to its importance to management of buildings, relative simplicity and the potential for achieving a result.

Ordinal rating based on the following scores: High = 3; Medium = 2; Low = 1.
Diagram courtesy Jeremy Trotman & Associates, 2004.





MEDIA SUMMARY

Please note the following excludes features on www.fmactionagenda.org

DATE	ARTICLES / MAGAZINES / JOURNALS / WEBSITES FEATURING FM ACTION AGENDA ISSUES
27th June 2007	FM Express, online subscription news service, www.fmexpress.com.au – “Member of the Year goes global” profiling Stephen Ballesty’s FMA Australia award and appointment to the IFMA Foundation Board
25th June 2007	National Building News, volume 7 No. 5 June 2007 (page 45): “Facilities Management takes centre stage” profiling the award winning FM Exemplar Project and quoting the Hon. Bob Baldwin MP
20th June 2007	FM Action Agenda media release 2007-5 – “FMA Australia 2007 Member of the Year goes global”
12th June 2007	FMA Australia’s FMA Online newsletter (ed. 14) June 2007 – “FM Excellence in the Spotlight” profiling the annual FM Excellence Awards including the FM Exemplar Project: Sydney Opera House winning the FMA Australia and Rider Hunt Terotech FM Industry Achievement Award and Stephen Ballesty winning the FMA Australia 2007 Member of the Year Award
8th June 2007	CRC-Construction Innovation’s newsletter update – “World Class research outcome for Australia’s FM industry” – profiling the CRC-CI winning the FMA Australia and Rider Hunt Terotech Industry Achievement Award for their work on the FM Exemplar Project: Sydney Opera House
4th June 2007	FM Action Agenda media release 2007-4 – “FM takes centre stage at Sydney Opera House”
28th May 2007	CRC-Construction Innovation media release “Sydney Opera House Facilities Management research takes centre stage”
3rd May 2007	CRC-Construction Innovation’s newsletter update – “Two FM reports published from FM Exemplar Project” – FM as a business enabler plus Adopting BIM for facilities management for sale together at A\$50.00
2nd May 2007	FM Action Agenda media release 2007-3 – “Adopting BIM for facilities management”
May 2007	FM Magazine, May 2007, Intelligent Buildings feature (pages 30-35) – “The Intelligent Solution” by Mark Phillips profiling FM Exemplar Project’s digital modelling research applications for facilities management
27th April 2007	CRC-Construction Innovation brochure (page 3) – “Digital Modelling and BIM” profiling the FM Exemplar Project
26th April 2007	FM Action Agenda Media Release 2007-2 – “FM Action Agenda, logo captures the spirit”
20th April 2007	CRC-Construction Innovation release of FM Exemplar Project: Sydney Opera House report 2 – “Adopting BIM for facilities management” available for sale at A\$28.75
12th April 2007	CRC-Construction Innovation newsletter update – “Adopting BIM for facilities management” profiling the FM Exemplar Project
3rd April 2007	FMA Australia’s FMA Online newsletter (ed. 12) April 2007 – “FM Exemplar Project: FM as a business enabler report available” by Stephen Ballesty
April 2007	Australian Institute of Refrigeration, Air Conditioning & Heating (AIRAH)’s EcoLibrium magazine, Volume 6 No. 3 (page 27) – “AIRAH to develop courses for Facility Managers”
April 2007	Australian National Construction – Major Project Review magazine, industry comment (page 12): “Sydney Opera House goes Digital” by Dr Keith Hampson, CRC-Construction Innovation
April 2007	FMA Australia’s Facility Perspectives magazine, Volume 1 No. 1, (page 6): Chairman’s Message by Andrew McEwan and (page 8): CEO’s Message by David Duncan, acknowledging the importance of the FM Action Agenda
April 2007	FMA Australia’s Facility Perspectives magazine, Volume 1 No. 1 (page 56) – “Water Efficiency made easier” by Stephen Ballesty linking the new Australian Government’s Water Efficiency Guide to the FM Action Agenda
7th March 2007	Royal Australian Institute of Architects’ website – “Towards Integrated Practice” via www.architecture.com.au
March 2007	Australian Government, Department of Education, Science & Training (DEST)’s CRCs Success Through Innovation Quarterly (page 6) – “a model OPERA HOUSE” profiling the FM Exemplar Project

DATE	ARTICLES / MAGAZINES / JOURNALS / WEBSITES FEATURING FM ACTION AGENDA ISSUES
March 2007	CRC-Construction Innovation's newsletter update – "See you at the RAIA Conference!" profiling FM Exemplar Project presentation via www.construction-innovation.info
March 2007	National Building News, March 2007 (page 11) Building Innovations feature – "Preparing for the paperless world" mentioning the FM Exemplar Project as demonstrating that a digital model can incorporate facilities management information
Feb-March 2007	Master Builders Magazine, February-March 2007 (page 50-51) – "Modelling the Sydney Opera House" by Dr Keith Hampson, CRC for Construction Innovation
28th February 2007	Construction Industry News.net (CIN) – "Facility Management practices, the focus of innovation research" – profiling the FM Exemplar Project
26th February 2007	CRC-Construction Innovation website from the CEO's desk: "Building a digital future" by Dr Keith Hampson referring to FM Exemplar Project
15th February 2007	FM Action Agenda media release 2007-1 – "Facilities Management, a top performer" profiling the release of "FM as a business enabler"
11th February 2007	FMA Australia's FMA Online newsletter (ed. 10) February 2007 – "Stephen Ballesty on FM as a Business Enabler" interview article by Melanie Drummond
11th February 2007	FMA Australia's FMA Online newsletter (ed. 10) February 2007 – "A perspective from Global FM's Director Asia Pacific, Steve Gladwin" interview article by Melanie Drummond making reference to FM Action Agenda in international leadership
11th February 2007	FMA Australia's FMA Online newsletter (ed. 10) February 2007 – "Regulatory Reform – the path to national compliance uniformity" interview article by Melanie Drummond profiling the FM Action Agenda focus and achievements
8th February 2007	CRC-Construction Innovation and FMA Australia website release of FM Exemplar Project: Sydney Opera House – "Digital Modelling", "Services Procurement" and "Performance Benchmarking" research reports available via www.constructioninnovation.info and www.fma.com.au culminating in the publication of "FM as a business enabler" available for download or for sale
5th February 2007	CRC-Construction Innovation Media Release – "Digital Opera House leads the way for facility manager"
5th February 2007	CRC-Construction Innovation online media: extra news - "FM Report Published" via www.constructioninnovation.info
February 2007	Master Builders Magazine, February 2007 (page 51) Research feature – "Modelling the Sydney Opera House" profiling FM Exemplar Project's digital modelling research benefits to the boarder industry
23rd January 2007	Singapore release of "FM as a business enabler" (executive summary) at Marcus Evans' City Development Asia 2007 conference (130 copies)
21st December 2006	FMA Australia's FMA Online newsletter (ed. 9) December 2006 – numerous mentions of FM Action Agenda alignment of industry initiatives
20th December 2006	FMA Australia Annual Report 2005/06 – multiple mentions of FM Action Agenda and FM Exemplar Project celebrating achievements
December 2006	Australian Institute of Quantity Surveyors (AIQS)'s The Building Economist magazine, December 2006 (pages 3) Briefings: "Opera House Backstage Secrets Revealed" interview with the Hon. Bob Baldwin, MP profiling the FM Exemplar Showcase series
24th November 2006	Release of "FM Action Agenda: Year 1 Implementation Report" – print run 4,500 plus PDF version available at www.fma.com.au and www.fmactionagenda.org
20th November 2006	FMA Australia's FMA Online newsletter (ed. 8) November 2007 – "Walk the line..." Chairman's Message by Stephen Ballesty

DATE	ARTICLES / MAGAZINES / JOURNALS / WEBSITES FEATURING FM ACTION AGENDA ISSUES
16th, 21st & 23rd November 2006	CRC-Construction Innovation and FMA Australia release of "FM as a business enabler" (executive summary) at FM Exemplar Project: Sydney Opera House showcase presentations in Sydney, Melbourne and Brisbane (320 copies)
November 2006	Australian Procurement and Construction Council (APCC), FM Exemplar Project showcase series web promotion via www.apcc.gov.au
November 2006	Australian Institute of Project Management (AIPM), FM Exemplar Project showcase series web promotion via www.aipm.com.au
October 2006	CRC-Construction Innovation, FM Exemplar Showcase series web promotion via www.constructioninnovation.info
October 2006	Australian Government, Department of the Environment & Heritage, "Water Efficiency Guide: office and public buildings", Foreword by Stephen Ballesty, Chairman, FMA Australia acknowledging FM Action Agenda
October 2006	CRC-Construction Innovation's Annual Report 2005-06 (pages 3, 28, 49, 56 and 59) references to FM Action Agenda and updates on Research Collaboration and FM Exemplar by Stephen Ballesty, Project Leader.
September 2006	Australian Institute of Quantity Surveyors (AIQS)'s The Building Economist magazine, September 2006 (cover article and pages 12-20): "Building Design Industry Unites to Achieve a National Focus" by Ian Blyth profiling the new BDP Action Agenda and acknowledging Stephen Ballesty's role in the associated FM Action Agenda
September 2006	Australian Institute of Quantity Surveyors (AIQS)'s The Building Economist magazine, September 2006 (page 7): "Action Agenda highlights opportunities for Quantity Surveyors" from the President, Peter Cox – acknowledging Stephen Ballesty's role in the FM Action Agenda and its linkage to the BDP Action Agenda
August – September 2006	FMA Australia's FM Magazine, Vol. 14 No. 4; "ideaction 2006 – an outstanding success!" Chairman's Message by Stephen Ballesty
August – September 2006	FMA Australia's FM Magazine, Vol. 14 No. 4; "Centre Stage at the Opera House" article by Mark Phillips based on an interview with Paul Akhurst
August 2006	Australian Institute of Building (AIB)'s Construct magazine, "Managing the Built Environment" industry news article
August 2006	Australian National Construction – Major Project Review magazine, "Government Foreword from Ian Macfarlane MP" acknowledging FM Action Agenda

INDUSTRY PRESENTATIONS & FORUMS

DATE	PRESENTATIONS / FORUMS FEATURING FM ACTION AGENDA MATERIAL
20th June 2007	FM Exemplar Project: Sydney Opera House Showcase #4 seminar series in Canberra by the Hon. Bob Baldwin, MP and Stephen Ballesty, FM Action Agenda / CRC-CI / FMA Australia / Rider Hunt
22nd May 2007	Bucknall Austin partners briefing on the FM Action Agenda and FM Exemplar Project, London, UK by Stephen Ballesty
19th May 2007	IFMA Foundation Board presentation – “Managing the Built Environment and FM as a Business Enabler, the Australian experience”, Calloway Gardens, Georgia, USA by Stephen Ballesty
18th May 2007	IFMA Atlanta Chapter leaders meeting briefing on the FM Action Agenda and FM Exemplar Project at the Interface showroom in Atlanta, Georgia USA by Stephen Ballesty
15th May 2007	Rider Hunt Levett & Bailey staff briefing on FM Action Agenda and FM Exemplar Project in Las Vegas, Nevada, USA by Stephen Ballesty
20th April 2007	RAIA's Departure Lounge National Architecture Conference, Melbourne – “FM Exemplar Project: Sydney Opera House” presentation by Paul Akhurst, Stuart Bull, David Marchant and Hans Schevers
9th March 2007	University of Salford, FM Futures Workshop – Industry Strategy Stream, Manchester, UK – “Australian Government's FM Action Agenda: Managing the Built Environment” remote presentation by Stephen Ballesty
8th March 2007	University of Salford, FM Futures Workshop – Culture / Asset Stream, Manchester, UK – “FM Exemplar Project – Sydney Opera House: FM as a business enabler” remote presentation by Stephen Ballesty
19th February 2007	AusFM 2007 conference, Sydney – “FM Exemplar Project” presentation by Paul Akhurst, Sydney Opera House
23rd January 2007	Marcus Evans' City Development Asia 2007, Singapore – “ICON: heart of the city - creation and maintenance with Sydney Opera House case study” presentation by Stephen Ballesty, Rider Hunt Terotech
23rd November 2006	FM Exemplar Project: Sydney Opera House Showcase #3 seminar series in Brisbane by Keith Hampson (MC) – CRC for Construction Innovation, Stephen Ballesty – Rider Hunt, Paul Akhurst – Sydney Opera House George Spink – Transfield Services and John Mitchell – CQR
21st November 2006	FM Exemplar Project: Sydney Opera House Showcase #2 seminar series in Melbourne by the Hon. Bob Baldwin, MP, Stephen Ballesty (MC) – CRC-CI / Rider Hunt, Paul Akhurst – Sydney Opera House, George Spink – Transfield Services and Robin Drogemuller – CSIRO
20th November 2006	FMA Australia's 2006 Annual General Meeting in Melbourne – Chairman's address by Stephen Ballesty
16th November 2006	FM Exemplar Project: Sydney Opera House Showcase seminar #1 series in Sydney by John McCarthy – CRC for Construction Innovation, Stephen Ballesty (MC) – Rider Hunt, Paul Akhurst – Sydney Opera House, George Spink – Transfield Services and John Mitchell – CQR
13th November 2006	Marcus Evans' Sustainable Facilities Management, Melbourne – “Lights, Camera, Action – placing the FM industry under the high efficiency spotlight” presentation by Jon McCormick for FM Action Agenda – Sustainability Working Group
9th October 2006	IFMA's World Workplace conference 2006, San Diego – “FM Downunder” presentation by Stephen Ballesty for FMA Australia
11th September 2006	Building Services & Maintenance Expo, Rosehill – “FM Action Agenda - our industry in the spotlight” presentation by Stephen Ballesty, FMA Australia, Chairman

ABBREVIATIONS & ACRONYMS

ABCB	Australian Building Codes Board	ICIP	Industry Cooperative Innovation Program
AIRAH	Australian Institute of Refrigeration Air Conditioning & Heating	IFMA	International Facility Management Association
ABS	Australian Bureau of Statistics	IPCC	Intergovernmental Panel on Climate Change
AIA	American Institute of Architects	JTA	Jeremy Trotman & Associates
AS	Australian Standard	LEP	Local Environmental Plan
ASBEC	Australian Sustainable Built Environment Council	MESA	Maintenance Engineering Society of Australia
BIM	Building Information Model	NECA	National Electrical and Communications Association of Australia
BIFM	British Institute of Facilities Management	NOHSC	National Occupational Health & Safety Commission
CBD	Central Business District	OH&S	Occupational Health & Safety
CPSISC Council	Construction & Property Services Industry Skills Council	PCA	Property Council of Australia
CRC-CI	Cooperative Research Centre for Construction Innovation	PODS	Property Operations and Development Sector of the Property Development and Management Training Package (PRD01)
CSIRO	Commonwealth Scientific & Industrial Research Organisation	RTO	Registered Training Organisation
DCP	Development Control Plan	SEDA	Sustainable Energy Development Authority (now DEUS)
DEUS	Department of Energy, Utilities & Sustainability	TEFMA	Tertiary Education Facilities Management Association
ESD	Ecologically Sustainable Development	TAFE	Technical and Further Education
FM	Facilities Management	UNESCO	United Nations Educational, Scientific & Cultural Organisation
FM Action Agenda	Facilities Management Action Agenda	VET	Vocational Education & Training (also now known as VTE in some States)
FMA Australia	Facility Management Association of Australia Ltd	VTE	Vocational & Technical Education
GBCA	Green Building Council of Australia	WG	Working Group
GDP	Gross Domestic Product		
HE	Higher Education		

DEPT. OF EDUCATION, SCIENCE & TRAINING GLOSSARY DEFINITIONS

Education (1) the process of imparting knowledge or developing skills, understanding, attitudes, character or behaviours. (2) the process of acquiring knowledge, skills, understanding, attitudes, etc. (3) the knowledge, skills, understanding, attitudes, etc. acquired. (4) the field of study concerned with teaching and learning.

Further Education (FE) post-secondary education, including higher education, adult education, and vocational education and training.

Higher Education (HE) post-secondary education offered by a university or other recognised higher education institution, or through Open Learning Australia, leading to the award of a degree or higher level qualification.

Tertiary education formal education beyond secondary education, including higher education, vocational education and training, or other specialist post-secondary education or training; sometimes used to refer only to higher education. Also called post-secondary education or further education

Training the development of skills, knowledge, attitudes, competencies, etc. through instruction or practice

VET – vocational education and training post-compulsory education and training, excluding degree and higher level programs delivered by higher education institutions, which provides people with occupational or work-related knowledge and skills. VET also includes programs which provide the basis for subsequent vocational programs. Alternative terms used internationally include technical and vocational education and training (TVTE), vocational and technical education and training (VTET), technical and vocational education (TVE), vocational and technical education (VTE), and further education and training (FET)

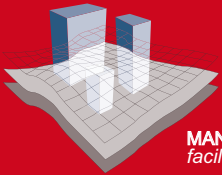
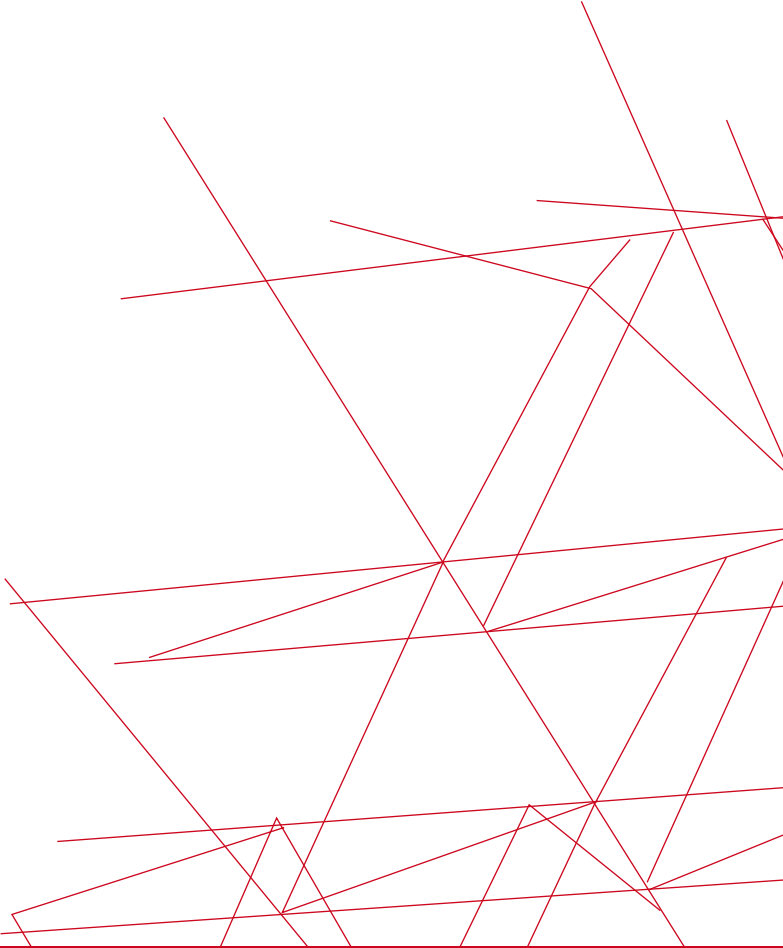
VTE – vocational and technical education; effective November 2005 VTE is the preferred term in Australia, also see vocational education and training

For a full glossary of terms, visit:

http://www.dest.gov.au/sectors/training_skills/policy_issues_reviews/key_issues/nts/glo/default.htm

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