



Annual Report 2013-14



Contents

| | | | |
|--|----------|---|-----------|
| The Task..... | 1 | | |
| In 2013-14 we focussed on... | 1 | | |
| we achieved a lot, the highlights were... | 1 | | |
| in 2014-15 we will... | 1 | | |
| Who are we? | 2 | | |
| Four Strategic Pillars | 3 | | |
| Chairman's Report..... | 4 | | |
| Chief Executive Officer's Report..... | 5 | | |
| Our People..... | 6 | | |
| Governance | 6 | | |
| Branch Committees 2013-2014 | 7 | | |
| | | The Outcomes..... | 8 |
| | | Launch of new FMA brand | 8 |
| | | Membership | 8 |
| | | Advocacy & research | 9 |
| | | Knowledge & resources | 11 |
| | | Learning & development | 12 |
| | | Achieving excellence through engagement | 13 |
| | | Our Partners..... | 15 |
| | | Strategic Partners & Partners of Excellence | 15 |
| | | Corporate Partners 2013-14 | 16 |

The Task

In 2013-14 we focussed on...

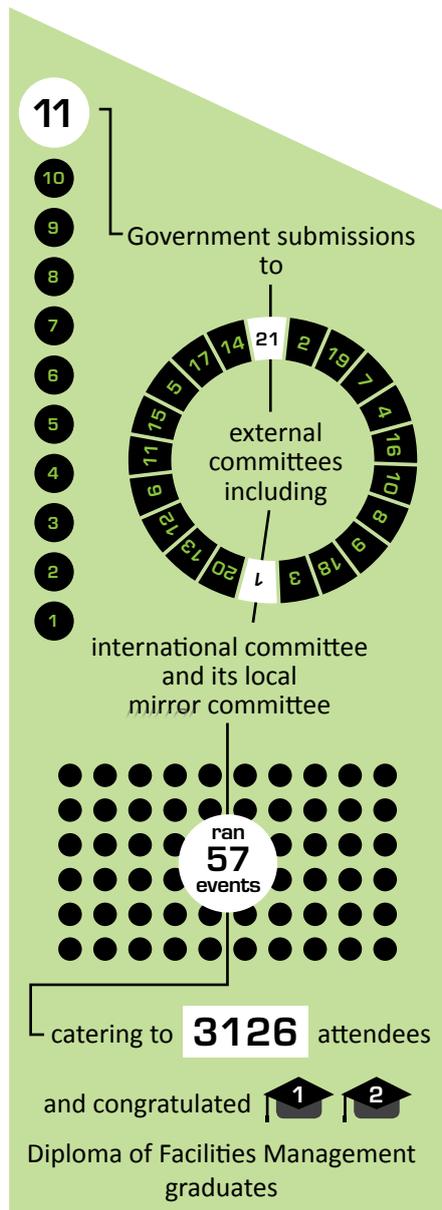
Skills retention and development, compliance awareness, cultivating new stakeholders specialist areas, retaining existing talent within the industry and relaunching the FMA brand

we achieved a lot, the highlights were...

- Developed and launched a fresh bold new logo, spearheading a complete rebrand of FMA
- Undertook the second industry Census Report survey, incorporating New Zealand for the first time
- Held our first joint FMA / TEFMA Workshop
- Successfully launched a new workshop model targeting specific industry sectors

in 2014-15 we will...

- Continue to work with the International Standards Organisation and Australian Standards to define the roles of facilities managers locally and internationally
- Roll out the FMA rebrand across all collateral including launching a new website
- Launch a peer review process for independent industry research papers that advances and promotes excellence within facilities management
- Advance education and professional development opportunities that supports FM roles
- Promote industry research through the ongoing development of Good Practice Guides, the annual Industry Census, Salary Surveys and performance metrics





Who are we?

The Facility Management Association of Australia is the peak national industry body for facilities management, representing and supporting professionals and organisations responsible for the operational management of Australia's built environments.

Contributing more than \$20 billion to Australia's GDP annually and employing in excess of 200,000 people, facilities management ensures the health, wellbeing and productivity of Australia's workforce and the wider community.

Facilities Management is an industry that covers all public and private organisations, and includes a broad spectrum of activities from strategic operational planning to daily physical maintenance, cleaning and the management of environmental performance issues.

A primary focus of the Association is to support and represent professionals and organisations working in and dealing with facilities management are understood, and their needs are considered in government and business policy formulation and decision making.

FMA provides a range of services to members, including advocacy and industry standards development, research, networking and information based events and seminars, education and professional development opportunities and support for special interest groups. The two premier industry events held annually are the FM Industry Awards for Excellence held in November and ideaction, the National Facilities Management Conference & Exhibition, held in May.

Our Vision

For an industry that understands and executes its role in ensuring productivity, safety and wellbeing for all facilities users.

Our Mission

To inspire, shape and influence the facilities management industry and at every opportunity to promote and represent the interests of facilities managers nationally and internationally.

Our Core Values

- Strive for excellence, quality and integrity and focus on outcome
- Operate in a way that demonstrates a commitment to effectiveness and sustainability
- Success is built on the respect and trust within a strong and unified leadership team
- Value the diversity, experience and contribution of all stakeholders
- Proactively respond to the needs of members

Our Stakeholders

- Individual Members
- Service providers
- Community
- Occupiers, users
- Employers
- Government
- Education providers
- Owners



Four Strategic Pillars

■ Capability

To support the growth in capability of the individuals, teams and companies operating within the facilities management industry

■ Recognition

To develop and promote research that supports the role of facilities managers and their contribution to the productivity, health, well-being and sustainability of the community

■ Influence

To influence the future of the industry as a key player in shaping public policy and regulation through strong industry representation

■ Governance

To develop an organisation that operates from sound governance principles and is resourced to implement its core strategy

Short term goals

■ Education

Key deliverables:

- A career roadmap
- Diploma certificate review
- A process for endorsing or accrediting qualification courses

■ Marketing

Key deliverables:

- Launch of new FMA rebrand
- Development of new website
- Realignment of FM Awards categories to focus on industry innovation

■ Membership

Key deliverables:

- Development of new membership structure
- Launch of Diversity Industry Focus Group initiatives
- Launch of Industry Leaders Forum

■ Governance

Key deliverables:

- Ongoing strengthening of Governance structure
- Development of Portfolio Group Action plans
- Revision of Privacy Policy and introduction of Speaker Policy



Chairman's Report



The 2013-14 financial year was both productive and rewarding with the Association's new strategic direction, as reviewed in FY13, gaining considerable traction.

This was tangibly demonstrated with the pleasing upswing in finances, generated in part by growing member participation across our event portfolio. In particular, as the Association continues to build its profile and reputation in the delivery of its professional development series' such as the AS1851 compliance and standards, so to do the numbers that attend.

Overall, the improved finances tracked well against the long-term financial plan, with Association delivering a surplus to the bottom line for the 2013-14 financial year. This is the third year in a row this has been achieved, but we are not resting, there is always room to grow the financial base.

As such the Association has made a considerable investment in technology with the development of a new database that will significantly enhance member access to knowledge and other services. We look forward to the launch in FY15. Sponsorship is also starting to increase after a number of years of slower financial outcomes in this area.

The 2013-14 membership cycle similarly showed improvement

with growth in Tasmania and South Australia, although total membership was a little down due to government retraction in membership. The Association continues to work with the States to build membership while also working hard to attract a new range of stakeholders. This includes those who should be participating more actively in the industry, such as organisations occupying large floor areas, and those who rely on facilities management services. The early indicators for FY15 membership are looking very positive.

Ideaction.2014 in Manly was just one of the 61 events which were held over the past year. As a flagship event, it was a great success across all the key matrix areas including attendance, content and financials. Working closely with our conference organisers the quality of support to attendees, sponsors, exhibitors and participants was of the highest standard.

Our official publications over the year continued to perform strongly in content and industry information, while attracting significant advertising dollars.

The four issues of Facility Perspectives, the official magazine of the FMA, provided in excess of 360 pages of news, research and industry information. Combined with our online newsletters to branches sent every 2-3 weeks and FMA Online, formal communications to members of relevant facility management information is an area of both strength and possible growth. The new database in particular will deliver a clear step forward in member communication.

Through the FMA's important advocacy some important submissions were made over the past 12 months to ensure facilities

management was heard. This role continues to grow particularly as government is reviewing a number of issues that affect facilities managers on a day to day basis, such as the NABERS' commercial building disclosure and government procurement guidelines.

Over the period our diligent staff at the FMA Australia National Office have been working well and continue to deliver value to members. The lean staffing arrangements have presented a number of challenges but, but nonetheless National Office has continued to work tirelessly for members while continuing as a strong and coherent voice for the facilities management industry.

Heading into FY15 I look forward to taking the next steps in executing the FMA Australia Strategic Plan and to involving members in the development of the new strategic plan moving in early 2015.

As the peak national body for the facilities management industry, FMA is well placed to continue to play a leading and growing role in the development of quality, well-performing and, most importantly, sustainable built environments for the benefit of all Australians.

As projects such as benchmarking, education pathway and new website move to completion in the coming year members will see continued growth in the value of membership.

I look forward to continuing to serve the interests of members in my renewed role as a Director of the Association.

Chris Hunt
Chairman

Chief Executive Officer's Report



In 2013-14 FMA continued to deliver on its strategic intent with positive outcomes against each of its four areas of focus: recognition, influence, capability and governance.

The Association's continued advocacy role provided many opportunities to engage with key industry stakeholders who have an impact and influence on how facilities management operates, including:

- Australian Construction Industry Forum
- Australian Sustainable Built Environment Council (ASBEC)
- Department of Environment
- Department of Industry
- NABERS
- Property Law Reform Alliance
- Standards Australia

Our ability to strongly represent the members and industry continues to grow, with over 20 technical and policy committees covered by this list of organisational connections.

Strong advocacy by the Association is also particularly vital during the first year of a new government as industry consultation is key to delivering good public policy outcomes.

With a year that saw the Association developing some important member facing initiatives such as a member

portal and a new brand, the resources of national office have been more highly focused on project delivery. This has certainly kept staff busy, working hard to maintain a balance between member services delivery and service development. I think this has been well managed with positive feedback on the improvements in day to day operations being expressed by a number of key stakeholders and members.

One key project has been the development of an International standard in facilities management, which is becoming critical to the industry moving forward. The work continues to attract wide interest as the different components of the standard reach their draft stages. This is an exciting project and one that will have a more public face in the year ahead.

The National Conference and Exhibition, held in Manly in May, was a great opportunity for FM professionals to connect and for new information to be exposed to the industry. The conference saw 212 participants engaging in the program of presentations, debates and workshops, as well as a series of unique site visits. The conference program continues to evolve annually ensuring the conference provides real value to attendees, with tangible learnings and outcomes that can be applied in the workplace. As we build up to the 2015 conference to be held in Adelaide, the Association will continue with the program evolution.

The Industry Award of Excellence provided the industry with a real opportunity for recognising practice

that exceeds the norm. The role of judges for the awards program becomes increasingly difficult as the quality and quantity of nominations continues to increase. Not only do the Awards provide a legacy, but for the close to 400 attendees on evening, there is no better chance to relax with colleagues and clients from within the industry.

Improvements in the governance of the Association in appropriately supporting branches, portfolio groups and other industry representatives now ensures the roles of committees are easily recognisable and the commitment of the volunteer members who take up these roles is much clearer. As a key mechanism for engaging the industry at both a geographic and issue level these groups are having great success and have become increasingly popular with members.

With the Association coming to the end of the current Strategic Plan that was most recently revised in FY13, during the latter part of the next financial year, we will be engaging with members and stakeholders to understand their thoughts about the direction the Association needs to take during the next phase of its life.

The year ahead is set to be a big one as we complete the member facing projects that commenced during this year. I look forward to building on these many opportunities while also meeting the fresh challenges the new financial year will bring.

Nicholas Burt
Chief Executive Officer

Our People

Governance

FMA Australia is governed by a board of directors, comprising a Chairman and nine directors, each with specific areas of responsibility and a variety of expertise relating to the facilities management industry.

Christopher Hunt

Chair, Director since
18 March 2009

Stephen Taylor

Immediate Past Chair, Director since
20 November 2006

Kristiana Greenwood

Director since
25 November 2008

Bryon Price

Director since
20 November 2006

David Chokolich

Director since
24 November 2010

George Stamas

Director since
8 March 2011

Rod Jones

Director since
21 November 2013

Henry Arundel

Director since
18 May 2014

Michael Carabetta

Director since
18 May 2014

Nicholas Burt

Secretary since
31 May 2011

At the state/territory level members are represented by branch committees that operate on a voluntary basis to facilitate the strategic direction of the Association in their local region.

Branches are active in the Australian Capital Territory, New South Wales, Queensland, South Australia, Tasmania, Victoria and Western Australia.

Committee members work in the facilities management industry and provide insight into the issues affecting members on a daily basis. They are the conduit for connecting directly with local members, ensuring state-based issues that affect the industry

are addressed and pertinent information is disseminated.

In addition, branch committees undertake important work in support of the recruitment of new members and in promoting the Association, as well as creating and maintaining relationships with local stakeholders.

Branch committees play a key role in the success of FMA. It is also a continually growing and adapting role, as the Association builds on its many and diverse range of learning and business development opportunities to meet the needs of the evolving FM industry.



Branch Committees 2013-2014

Australian Capital Territory

Alison Daley – Chair
 Danny Cindric
 James Elliott
 Vineet Gahlawat
 John Hawkins
 Jamie Masters
 Stephen Morgan
 Ian Phillips
 Terry Rooney

Queensland

Greg Edmunds – Chair
 Paul Anderson
 Brad Collins
 Clare Gorman
 Michael Rabbidge
 Brett Saunders
 Matthew Saunderson
 Roger Waalder
 Murray Wickham
 Neil Wood
 David Wright

Tasmania

Phillip Heard – Chair
 Darren Harris
 Reg Mauderer
 Catherine Parker
 Samantha Pascoe
 Stan Toleman

Western Australia

Mike Smith – Chair
 Paul Akhurst
 Mark Counsel
 Jacques Dujardin
 Philip Gale
 Tracey Hornsey
 Stuart McKenzie
 John Pirie
 Gerald Stack
 Ryan Taylor

New South Wales

Walter Rafin – Chair
 Sarah Bousfield
 Dario Falchi
 Caroline Fitzwater
 John Hesketh
 Derek Jacobs
 Matt Keys
 Shane McIntosh
 Simon Paxton
 Phillip Sorbello

South Australia

Matthew Stein – Chair
 Graeme Dolman
 Suzy Donnellan
 Martin McGettrick
 Sally Pope
 Deb Slape
 Stephen Voss

Victoria

Lou La Delfa – Chair
 Greg Burnham
 Christopher Chuah
 Bronwyn Curham
 Ian Gardner
 Frank Jardim
 Dave Pirie
 Antoni Pisa
 Richard Pratten
 Rogier Roelvink
 Louise Rowe



The Outcomes

Launch of new FMA brand

In May 2014, FMA launched a fresh, new mark and announced ongoing plans for a complete rebrand over the coming year.

This is the first rebrand since the Association was established in 1988, over 25 years ago. The new mark was developed under the guidance of the Marketing & Membership Portfolio Group and in consultation with the wider industry with a brief for it to reflect the significant growth and strategic direction of the organisation.

The contemporary look and feel of the mark, with its use of an abstracted map of Australia made up of high-rises and structures and their reflections, is enduring and iconic. It clearly denotes FMA as the industry peak body and leading advocacy body and more accurately reflects the ideals of an organisation that is established, professional and forward thinking.

The next major step in the rebrand process is the launch of the new FMA website. Significant work on this project was undertaken in 2013-14 for delivery in the next financial year.

Membership

FMA membership has remained steady with the number of financial members remaining within 1% of the previous financial year. This was pleasing, despite there being a nearly 17% drop in Team memberships from government and government agencies.

In 2013-14 FMA undertook a wide ranging review of its membership categories, pricing and membership offering with the goal of better aligning the Association with the changing needs of the industry,

to provide better value to the membership base and to better meet community expectations of a modern and progressive organisation in the digital age.

The development of the new website and the opportunities and greater flexibility it will provide the Association will ensure the new membership category structure will be capable of delivering increased value back to its membership and the wider industry. It will also be expanded to include a corporate category, allowing organisations to join, rather than individuals only.

Member Awards 2013-14

FMA Membership Awards recognise the valuable work undertaken by Branch committees and individual members on behalf of the Association. They are presented each year at Ideaction, the National Facilities Management Conference & Exhibition.

In 2014 the FMA is proud to congratulate:

Member of Year

Paul Akhurst

Having been actively engaged with the Association since 2005, Paul has served on four state committees, as well as the Education Portfolio Group and 2011 ideaction sub-committee. He currently a member of the WA committee and is a regular expert contributor to FMA research and publication projects.

The Branch of the Year

Western Australia

- Mike Smith – chair
- Paul Akhurst
- Mark Counsel
- Jacques Dujardin
- Philip Gale
- Tracey Hornsey
- Stuart McKenzie
- John Pirie
- Gerald Stack
- Ryan Taylor

FMA Team Member of the Year

DTZ

With a strong membership base, the DTZ team has attended the equivalent of 137 FMA events not only contributing significantly to the success of these events but clocking up the highest average level of team engagement with the Association over the previous 12 months.

Branch Members of the Year

- Alison Daley (ACT)
- Simon Paxton (NSW)
- Clare Gorman (QLD)
- Stephen Voss (SA)
- Catherine Parker (TAS)
- Philip Warren (VIC)
- Jim Palmisano (WA)

Each of these members has shown their commitment to the Association through their professional conduct, their consistent attendance at local and national events, their personal involvement in the industry and the quality of their interaction with National Office.



Advocacy & research

- Ensuring NABERS is able to be managed by facilities managers
- Broader stakeholder engagement and understanding of the industry
- Consolidation of the industry position on key issues

A significant component of FMA's role is achieved through a range of formal policy and advocacy activities. By providing a vital link between the industry and the broader community, FMA is raising awareness of current and ongoing industry issues while working with all levels government and other built environment industries to affect positive change.

Following the 2013 election and the shift in policy direction with the new Government, FMA has worked energetically to ensure the voice of the industry is heard and its concerns are addressed, particularly in the policy area of energy and carbon management. As a result, this financial year saw a substantial increase in level of understanding across government and business of facilities management and its role in maintaining productive, safe, healthy and sustainable built environments.

The Association maintains its many connections through multiple formal and informal channels including regular surveys of members and affiliates, engagement with the Policy Advisory Group, discussions with its portfolio groups, committee representation and via strategic alliances with other industry groups.

Representing the industry

To ensure industry needs are understood and integrated into Australian Government policy formation, the pre-budget submission provides a vital mechanism for

identifying and raising industry priorities and related activities that require support and funding. In 2013-14 the focus was on improving the professionalism and standards of the industry and the delivery of better built environment outcomes aligned with Government priorities. The submission included the following recommendations:

- Establishment of an Industry Research Fund for the development of:
 - Productivity performance measures
 - Benchmarking processes and tools
 - Productivity, health and safety research
- Develop clearly defined career pathways for facilities management professionals
- Review the Australian and New Zealand Standard Classification Occupation (ANZSCO)
- Review the Australian and New Zealand Standard Industrial Classification (ANZSIC)
- Development of guidance in functional and cost effective design and construction.

In addition, FMA has maintained its advocacy activities in regards to the development of the Government's Emissions Reduction Fund, the key initiative of its Direct Action Plan, seeking to ensure accessibility to the Fund for the FM industry. FMA has also had input in the development of the ERF methodologies through our involvement on the Direct Action Taskforce set up by the Australian Sustainable Built Environment Council (ASBEC)

On the international stage, FMA has continued its involvement in the

development of the international standards for facilities management. As this standard develops, FMA will continue to ensure that the views and issues of the Australian facilities management industry are well understood and properly represented.

Supporting the industry

To properly execute its commitment to the development and dissemination of knowledge, FMA has, through the help and guidance of the Knowledge Portfolio Group, developed the first iteration of the Knowledge Framework. The objective of the Framework is to assist the Group and the FMA in developing, managing, maintaining and communicating knowledge that supports the facilities management industry.

In other key areas, in 2013-14 FMA developed a Policy Position on the Emissions Reduction Fund and published a factsheet on the changes to the NSW Building and Construction (Security of Payment) Amendment 2013. Going into the 2014-15 financial year FMA will look at the potential for developing additional position papers and factsheets to further support our members around Australia.

FMA has also actively participated on a range of industry and government stakeholder and advisory groups, including the Australian Sustainable Built Environment Council, NABERS Stakeholder Advisory Group, a number of Australian Standards groups, as well as building relationships with the Facility Management Association of New Zealand, Tertiary Education Facility Management Association and the Green Building Council of Australia.

Formal submissions 2013-14

- NABERS Algorithms
- Emissions Reduction Fund Terms of Reference; Green Paper and White Paper
- Skilled Occupancy List
- Senate Inquiry into the Government's proposed Direct Action Plan
- Request for an establishment of an Industry Research Fund
- Request for review of the Australian and New Zealand Standard Classification of Occupation (ANZSCO) and the Australian and New Zealand Standard Industrial Classification (ANZSIC)
- Request for the development of guidance in functional and cost-effective design and construction
- Commonwealth Procurement Rules
- Committee Drafts ISO 18480 – Parts 1 & 2: Terms & Definitions; and Guidance on the sourcing and development of agreements
- ISO/TC267 Business Plan
- Greener Government Buildings (Victoria)
- Green Star Design and As-Built Consultation Paper
- Job and Skills Task Group, Australian Sustainable Built Environment Council
- Resilience Strategy Task Group, Australian Sustainable Built Environment Council
- Direct Action Taskforce, Australian Sustainable Built Environment Council
- Commercial Building Disclosure Implementation Forum, Department of Climate Change and Energy Efficiency
- NSW Property Services Advisory Council, Department of Treasury and Finance
- Green Star – Performance Technical Working Group, Green Building Council of Australia
- HVAC HESS Reference Group, Department of Industry
- ISO/TC-267 – International Facilities Management Standards Project
- NABERS Stakeholder Advisory Group
- NABERS Indoor Environmental Quality
- Property Law Reform Alliance
- City of Sydney – Mid-tier commercial office reference group

Policy position

- Policy position 2013/01 – Emissions Reduction Fund

Committees & stakeholder groups 2013-14

- ABCB Energy Efficiency Reference Group
- BIM-MEP^{AUS} Forum
- Australian Sustainable Built Environment Council

Standards Australia

- **ME-062** Ventilation and Air-Conditioning
- **FP-001** Maintenance of Fire Protection Systems and Equipment
- **SF-015** Industrial Safety Belts and Harnesses
- **MB-022** International standards for facilities management mirror committee
- **EN-001** AS/NZS 3598:2000, Energy audits

External speaking engagements 2013-14

- Local Government & Public Sector Building Maintenance & Management Conference
- Australia Waste and Recycling Expo
- Australian Clean Technology Competition 2013



Knowledge & resources

- Developing a framework for FMA research and publications
- Sharing externally developed research and findings
- Delivering publications relevant to members and their professional practice

Despite a higher level of attention to the advocacy space, FMA's commitment to delivering best practice publications and the provision of a 'shopfront' to industry activities, remains relevant. To this end, FMA has developed a governance structure for the planning, development and communication of our publications, thereby also ensuring relevance and quality of content.

As a result of our program building, members will see ongoing incremental improvements in the quality and depth of our research and guides, as well as an expanded reach from where the Association sources knowledge. As part of the new framework, internally and externally developed publications are to be delivered, while academics and researchers will be encouraged to submit findings to the Association for publication.

Facility Perspectives, the official national quarterly magazine of the Association and the industry's most comprehensive publication, positions and promotes facilities management through wide ranging editorials on

topics of currency. The Industry News section provides snippets on innovation, company developments and staff movements and continues to grow in popularity and is a valuable resource for anyone wanting to keep pace with industry activity. In addition, this financial year included the first Portfolio Group updates, covering the activities of the FMA Knowledge & Research Group and the Policy & Advocacy Group.

FMA Online is the Association's electronic newsletter, providing members and non-members with information updates on policy, research, consultations as well as member profiles and event overviews.

The FMA website offers a variety of tools and resources including the information from previous events, member services information, event listings and registration facilities, recruitment and career position listings, newsletter archives and industry updates.

The growth of digital media also saw FMA increase its presence, making use of Twitter and LinkedIn, which now has over 2300 followers and growing. LinkedIn is proving to be a valuable avenue for generating discussion and highlighting issues, particularly among younger FM professionals.

Steady improvements have been made in FMA's communication of research and policy, but this trend needs to continue. A recent survey identified that 53% of members felt that they were aware of our advocacy activities and 16% maybe aware of our advocacy activities. Of that group, only 8% were unsatisfied with the level of advocacy activities the association was undertaking.



Learning & development

- Realignment of Ideaction National conference streams to better meet PD goals
- Number of professionals enrolled in the Diploma program continues to be in excess of 100
- Joint FMA-TEFMA workshop focussing on Maintenance
- Professional development course on AS1851 Fire Standards launched

A key FMA platform is to provide a range of skills development and knowledge acquisition opportunities for FM professionals wanting to further their careers, while also developing pathways for those looking to get into the industry.

Adopting a 'continual improvement' approach, the Association worked with members and external partners over the 2013-14 year to realign its learning environment to better achieve specific and more targeted education opportunities through structured workshops and seminars and re-booting the direction of its National conference streams.

Education Portfolio Group

The Education Portfolio Group aims to ensure education and training in FM is aligned to the needs of the industry and appropriate professional development, that addresses skills gaps and targets specific areas of required expertise, are made available.

The Group continues to work on establishing a broad based education roadmap, including integrated accreditation and credentialing programs, the development of further qualification opportunities and competency progression within a strategic framework for continued industry growth

This is being achieved with the establishment of a Skills & Competencies Matrix. A workshop was held at Ideaction.2014 allowing for broader consultation and input. Attendees assisted in identifying a career pathway including access points to FM, the essential skills required in FM roles and education, accreditation and career options.

The Career Pathway will be distributed for further comment in the new financial year.

Diploma of Facilities Management

Delivered by Holmesglen TAFE, the Diploma of Facilities Management is playing an important role in the career development of predominantly younger FMs.

The Diploma continues to maintain an enrolment level exceeding 100, while once again 2 course graduates were given official recognition at the Ideaction.14 dinner in May.

In 2013-14 an additional lecturer, whose experience in multi-national FM spans over 20 years, joined the staff and together with a new software platform, students now have improved visibility and accessibility to information and course resources as well as the Holmesglen TAFE community services for additional support.

The Diploma was created through consultation with industry, key stakeholders and sponsors, and ongoing management includes the Education Portfolio Group providing guidance and identifying areas of need as required.

Continuing Professional Development

In 2013-14 saw FMA realign its delivery of professional development to provide improved outcomes.

At a National level the Ideaction.2014 conference streams were restructured to more clearly target topics of both technical and strategic importance that better meet FM professional development goals. This has helped to strengthen the conference template, ensuring that delegates are provided more structured and defined learning outcomes.

A PD series on the AS1851 Fire Standards, developed in conjunction with independent experts to assist FMs better manage environments peripheral to their own areas of expertise, was delivered in all major cities and was well received. The development of a PD series on the R22 Phase Out is under development for delivery in the new financial year.

Following industry consultation further topics to be developed include monitoring property portfolio performance, managing risk, managing people performance and managing budgets and financial plans. These will be



Achieving excellence through engagement

- New workshops targeting the education sector
- Daniel Andrews represents the Victorian opposition at the FM Awards
- Building World FM Day

Engagement with the industry and its stakeholders through a wide range of activities and channels provides vital connection points for FMA, allowing it to offer its membership growth and development opportunities and access to learning and business development forums.

The Association's membership clearly reflects the diversity of skills and services FM covers and it is therefore vital to find a balance in its membership offering that caters to a wide range of professionals and areas of interest.

State based forums provide timely updates for members on industry specific topics. While these are often focussed on issues of particular local relevance, in 2013-14 this included presenting an ongoing series in conjunction with the Australian Government Supplier Advocate, while also supporting innovation in the industry through the Department of Industry Clean Tech Awards. The Association continues to build relationships with Government and its agencies to provide further opportunities for the industry.

In 2013-14 FMA also looked to how it could better target specific industry sectors and those issues of industry interest and how they relate in particular to that sector. With the development of strong relationships with FMs in education, a major

one day maintenance contract's workshop and dinner was presented in conjunction with TEFMA at the University of NSW. This was followed up with a workshop in Perth that focussed on lighting and HVAC issues. These not only provide stakeholders with more detailed PD but offer more targeted sponsorship opportunities.

The celebration of World FM day and the Road show series both allow for major research findings by global organisations and analysis of issues affecting FM worldwide to be presented, offering key insights and thought leadership in other parts of the world to the local industry.

The annual golf days continue to be very popular, with networking and business development a key focus for both members and the broader facilities management community. They are also a cost efficient way for facilities management businesses of any size to show their support for the industry.

Site visits and technical presentations always popular for those wanting to get behind the scenes of new and retrofitted buildings. Run in small groups, the visits are complemented by insights from the FM managing the particular facility day to day.



Diversity Industry Focus Group (DIFG)

The Diversity Industry Focus Group has met regularly over the year, initially establishing a clearly defined set of goals and framework for member engagement, including mentoring programs and specific training events.

The DIFG evolved out of a ground swell of member interest that confirmed the need to establish a group whose prime focus was on improving and promoting diversity in FM.

Portfolio Groups

The Portfolio Groups harness the benefits of member expertise and experience, providing invaluable advice and direction in a number of key areas.

The Portfolio Groups are each chaired by an FMA Director who is accountable for reporting to the Board on deliverables and outcomes. The Groups are:

- Advocacy
- Education
- Knowledge
- Marketing & Membership

Policy Advisory Group

The work of the FMA Policy Advisory Group is complementary to that of the various Portfolio Groups and provides important input and expert advice in the formulation of submissions, policy positions and in consultations with government and other industry stakeholders. Comprising only FMA members who are able to provide expert advice in a timely manner, it works with FMA's Advocacy & Research Team on an as-needs basis to articulate policy positions in areas of relevance to their experience and interests.

Networking & events

Event highlights

Working closely with the State committees, the Association delivered nearly 60 events across the country offering members and industry affiliates many high quality and diverse opportunities to gain knowledge, improve skills and develop business and networking connections.

The two signature National events, the FM Industry Awards for Excellence 2013 and ideaction.2014, the National Facilities Management Conference & Exhibition, were once again both highlights on the industry calendar.

FM Industry Awards for Excellence 2014

The industry came together to celebrate the success of their colleagues and that of the industry at the Grand Hyatt Melbourne on November 21. Special guests included the Hon Daniel Andrews, Leader of the Opposition for Victoria and football legend Kevin Sheedy.

Two highlights of the evening were Facilities Manager of the Year and Young Achiever of the Year. These awards spotlight the great work of individuals in advancing the levels of professionalism and commitment within the industry. Congratulations go to:

Facilities Manager of the Year

Sally Odgers, Commonwealth Bank of Australia

Young Achiever of the Year

Troy Chaplin, Commonwealth Bank of Australia

Ideaction.2014, National Facilities Management Conference & Exhibition

Facilities management professionals from around the country and the world gathered in Manly for ideaction.2014, to explore the smarter, brighter future of facilities management with three days of presentations, panels, site visits, discussion on topics of interest and social events.

FMs scrutinised, debated and shared learning's across a wide range of topics with a particular focus on skills development, research and education. The Conference promotes industry engagement and the building of business relations at a national level.

With launch of a Great Debate, panel discussions, briefings on such activities the G20 Summit to be held in Brisbane later in year, along with 12 con-current session streams grouped to cover sustainability, strategic and technology, the conference once again provided presenters, exhibitors and attendees with the opportunity to exchange, learn about, and take away new ideas and ways of seeing the industry.



Our Partners

Strategic Partners & Partners of Excellence

FMA acknowledges the valuable support of its strategic partners.

Global FM

The FMA is a founding member of Global FM and along with other international members we work hard to ensure collaboration on the number of issues and events throughout the year.

FMA has been a major contributor to the development of Global FM and its effort to raise the profile of FMs internationally, and as part of a restructure of the organisation, Australia is now home to the secretariat for Global FM.

Partners of Excellence

We also have Partners Excellence agreements with international facilities management organisations, the British Institute of Facilities Management (BIFM) and the International Facility Management Association (IFMA). These allow members to enjoy certain benefits offered to the members of these organisations as part of their membership.

FMA Australia also has formal relationships with a number of industry associations and works closely with a large number of other government bodies.



Corporate Partners 2013-14

Thanks to all our Partners whose support over the year has contributed so much toward the success of our events.

A G Coombs Group P/L

AE Smith

AEG Ogden (Perth Arena) Pty Ltd

Airlite Group Pty Ltd

AMX Australia

Anchor Building Services

AOT Group

AQUIP Systems Pty Ltd

Asset Flooring Group Australia

Austcorp FM Recruitment

Austec Building Automation

Australian Facilities Plumbing

Australian Red Cross

Bowers

Brita Water Filters

Brown & Cremin Pty Ltd

BSA Limited

Capital Safety

Catholic Archdiocese of Sydney

City of Casey

Concept Evolution

Coolbreeze Rentals

Cranfield Group

Culligan Water

DCFM Australia

Department of Industry

Desso Australia Pty Ltd

DTZ

Edge Industries Construction & Maintenance PL

EUA Environmental Upgrade Agreements

Executive Media

Express Glass

Fantech / Air Design

G4S

GJK Facility Services

GLG Green Life Group

Grace Group

Green Global Solutions

Grosvenor Engineering Group

HammondCare

Harris Mackay

Hays Recruitment

Hiflow Industries Pty Ltd

Hydro Flow Pty Ltd

Hydro-Chem

ICAD Consultants Pty Ltd

JLL

KS Environmental PL

Leighton Contractors

Limelite

Live Sense Pty Ltd

MSS Security

NIDA

Nu-Tech Air Conditioning

OCS Group Australia Pty Ltd

Precise Air

Premium Floors

Programmed

Programmed Facility Management

Quantum Solutions

Quayclean Australia Pty Ltd

Rebecca Laurence & Associates

Rentokil Initial

Safety and Risk Engineering Solutions

Salto

Schneider Electric

Specialist Height Access

Springmount Services PL

Steensen Varming

Teletower

The Australian Ballet

Trans Tasman Energy Group

Transpacific Cleanaway Industries Group

Trilogy Services

Turner & Townsend

Turner Engineering

UMS Urban Maintenance Systems

UNE Partnerships

University of Sydney

Urban Fitout Pty Ltd

Verified Pty Ltd

Wilson Security

Wollongong City Council

Workplace Access & Safety P/L

Zoos Victoria







Facility Management Association of Australia

Level 6, 313 La Trobe Street
Melbourne VIC 3000
Tel: +61 3 8641 6666
Fax: +61 3 8641 6600
Web: fma.com.au
ABN: 57 003 551 844

