



Annual Report 2016-17



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Highlights

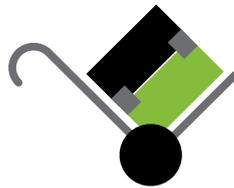
INDUSTRY: Facilities management in Australia



= est. 200,000 people in the industry made up of approximately...



65% Practitioners



22% Suppliers



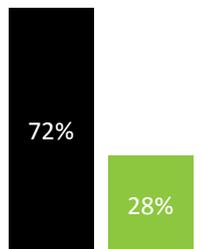
16% Purchasers



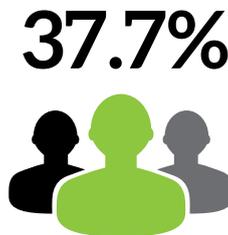
Total market size
\$32 billion

FMA: Membership 2016-2017

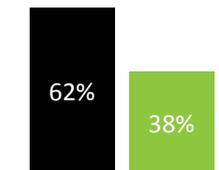
Male v Female



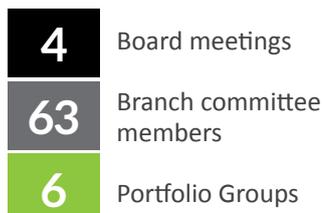
Practitioners under 40



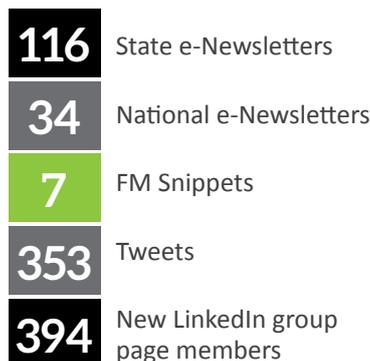
Corporate v Individual



Governance



Communications



The Task



In 2016 – 17 we focussed on:

Diversity, Facilities Management Standards, Risk & Compliance, SUSTAINABILITY & RESILIENCE

WORKPLACE & WELLNESS

DIVERSITY & INCLUSION

ARTIFICIAL INTELLIGENCE & TECHNOLOGY

The Association moving onto digital platforms to continue to promote awareness and engagement with members and the FM industry in Australia.

We achieved a lot, the highlights were:

FMA's annual research document, the 2016-17 FM Industry Census: Trends & Insights.

Involvement in the release of the first two:

- ISO 41011 Facility management - Vocabulary
- ISO 41012 Facility management - Guidance on strategic sourcing and the development of agreements.

In 2017-18 we will:

Support members to improve their skills and standpoint within the industry.

To act as the representatives of the industry with a primary focus on getting the best outcome for members.

To continue to work with ISO and Australian Standards to identically adopt the first two published international standards in facilities management (ISO 41011 and 41012) as Australian Standards.

The Association

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, covering 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 ensure the needs of professionals and organisations working in and dealing with facilities management are understood and 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 each year.

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

The Direction

↑ 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

↑ Education (Capability)

Key deliverables:

- Development of an industry accreditation program
- Delivery of a comprehensive professional development & education program

↑ Marketing (Recognition)

Key deliverables:

- Continue to grow Annual Industry Census using digital marketing tools like video
- To continue digital marketing tools to grow the FMA audience, shed light on the FM industry and the Association's brand
- Continue to grow exposure on National events

↑ Membership (Influence)

Key deliverables:

- Consolidation of the corporate membership program
- Improved integration of information and activities that better target key market segments

↑ Governance

Key deliverables:

- Continue to work with Australian Standards, as Australian member of ISO, to implement ISO FM Industry Standards in Australia



Chairman's Report



I am pleased to present the 2017 Annual Report.

It has been an extremely busy year for the Association with a great deal of important work having been carried out. Some projects which have made a significant impact on the industry have been at the heart of the direction the Association has been taking during my second year as Chair.

The 2017 financial year continued to be a year in which opportunity and challenge faced the Association, but it is now well positioned to explore the

opportunities and respond to the challenges. As a result, this year has been a balance of looking at our strategic goals and consolidating the outcome of projects that were previously planned.

As you would be aware, the Association has utilised its research to better understand the industry and to frame its strategic direction to support the development of the industry. This year marked a significant move to look at diversity in the industry.

This focus has been building over time, and working with the Diversity Portfolio Group, I am proud to have been involved in the inaugural networking event. The event attracted significant interest and provided the forum for opening up a discussion on gender diversity in the industry. This was the first of what has rapidly been an opportunity to explore issues of broader diversity in the industry. To this end I was pleased to see Leadership in Gender Diversity in

Industry publicly rewarded through the first time award at the Industry Awards for Excellence. This award category now provides an opportunity for broader recognition of the diversity. Aiming the spotlight squarely at the issue has paid dividends, because the tracking of gender diversity over the past five years has seen a jump of 19% in female engagement within the industry (FM Industry Census 2016-17: Trends & Insights).

Another fact which came through the very same census research was the opportunity to drive greater engagement of young people in the industry. Encouraging young people to facilities management been a passion of mine. To support

this, I personally championed the development of the mentoring program and have overseen the development of the program which is now in position to be implemented during the next year. This will not only encourage younger people into the industry by providing a support structure for their engagement, but also provide an opportunity of knowledge capture from mentors of experience across the industry. I look forward to reporting further on its progress next year.

You may recall very early during this financial year, members would have received a briefing about a proposal by the International Facility Management Association (IFMA) to work more closely with our Association through FMA becoming an affiliate of the IFMA-RICS collaboration. The Board immediately responded by establishing an international taskforce to evaluate the implications of FMA supporting an industry which is becoming more globalised. The Board also established some key principles that will drive decision making on all collaborative opportunities, including the focus in increased member benefit and greater development of the industry. The taskforce continues this work with diligence and the Association will report back to members if and when appropriate to inform you of opportunities that provide the prerequisite principles in its evaluation of opportunities.

After the success of our national conference and exhibition this year on the Gold Coast, the decision to take Ideaction.2018 to Cairns will see the greater opportunity to connect with our neighbours to the north in Papua New Guinea and some of the Pacific islands. I am eager to explore opportunities to engage more broadly with Oceania region, in the provision of knowledge for facilities management.

As an Association we continue to face challenges, however as our membership grows, through the implementation of the corporate membership program and the work on strategic alignment with a range of other associations, there is real opportunity to consolidate the voice of the facilities management industry in Australia.

I would like to take this opportunity to thank my fellow Directors on the National Board for their support during the past year. With a broad focus during the last 12 months, the support of a cohesive board has been invaluable in driving the Association to the next level. I will continue to work with members, our committees and key stakeholders to ensure you are well represented and the Association continues to take up the challenges ahead.

...the Association has utilised its research to better understand the industry and to frame its strategic direction to support the development of the industry.

Chief Executive Officer



The 2017 financial year has seen operational and strategic outcomes delivered for members and the industry more broadly. With a sound blue print for the direction of the Association, based on the 2016-2018 Strategic Plan, the key has been to continue our work towards our strategic goals with resolve. It has been important not to allow external challenges to distract from delivery of the plan, while still needing to respond to those challenges, the opportunities that arise will provide greater member benefit.

I would like to put front and centre my thanks to all those who have been a part of delivering the outcomes achieved during this year, the staff, the members and committees and the Board, have all played a vital role in the outcomes achieved this year. By anyone's measure, the year delivered outcomes that see positive changes for members.

Throughout the course of the year, the Association was involved in some significant and landscape changing projects on behalf of the industry.

The culmination of three years of detailed technical work concluded with the announcement, in February 2017, of the adoption of the first two parts of the international standard, ISO 41000 series. The Standard, which is still not nearly as recognised as it should be, was endorsed by Australia as one of 42 countries that actively participated on the development of the Standard. The Association worked closely with Standards Australia to facilitate a cross industry technical committee that supported input from Australia. This is a game changer for the industry in Australia as it drives a greater understanding of our industry.

This year also saw the implementation of a significant piece of legislation: To lower the threshold floor space for commercial building disclosure. As a strong advocate of the change, the Association has worked to ensure members were aware of the changes and were able to access information and support to ensure their compliance with the changes to the regulation. Ensuring members were aware of regulatory changes underpinned the implementation of professional development – the key being to equip facilities management professionals with the necessary information.

The consolidation of the corporate membership program through its first full year saw growth in members taking up this value proposition. JLL was the first large corporate to ensure all of its facilities

management staff have access to the benefits of association membership. Overall member engagement has increased with greater participation of members in key areas including portfolio groups (both diversity and building information), the division focused on residential facilities management and the long standing branch committees.

With the continued trend of technology connecting and interacting with our industry, the Association operated a workshop/forum on digital transformation in facilities management. This event, based on a pilot format, saw over 120 participants come together to connect and explore the wave of technology moving into our industry. The event has set the standard for what will be known as the Future FM Forums.

This year also marked the implementation of the diploma, that is, the diploma after its first five-year review. The Education Portfolio Group as a cross section of the industry (or industry reference group), reviewed each subject content to ensure it remained relevant and aligned with the changing core competencies the industry requires as it responds to the ever-changing needs of managing the built environment. Now complete, the diploma review has seen unprecedented take up of this education opportunity. The aim now is to continue to grow the enrolments in what is an industry leading qualification.

The research agenda remains supported by industry allowing the publication of the fifth industry census, which has now delivered significant trend analysis to the industry; It has provided an ability to shape the support and representation of members by the Association.

Overall, a year of consolidation and growth has seen greater engagement by the industry. We are set for a significantly challenging year in 2018 as the Association moves into the next stage of its evolution. As we finalise implementation of the current strategy in the coming financial year, the Association will also need to consolidate its collaborative work with our international partners, deal with the inevitable impact of digital disruption on facilities management and work through the local impact of the international standards. The Association is well placed to address these challenges and support members in addressing their impact on the industry more broadly.

As we set the course for the year ahead I would note that members who give up their time on a regular basis to work as part of the Association in delivering high quality outcomes to our members and the industry more broadly – without whose support the work of the association would be limited. I look forward to working closely with all our key stakeholders in the year ahead.

The Board

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

Kristiana Greenwood

Chairperson, Director since 25 November 2008

Christopher Hunt

Director since 18 March 2009

Bryon Price

Director since 20 November 2006

Campbell Walker

Director since 20 November 2014

Walter Rafin

Director since 18 November 2016

George Stamas

Director since 8 March 2011

Henry Arundel

Director since 18 May 2014

Michael Carabetta

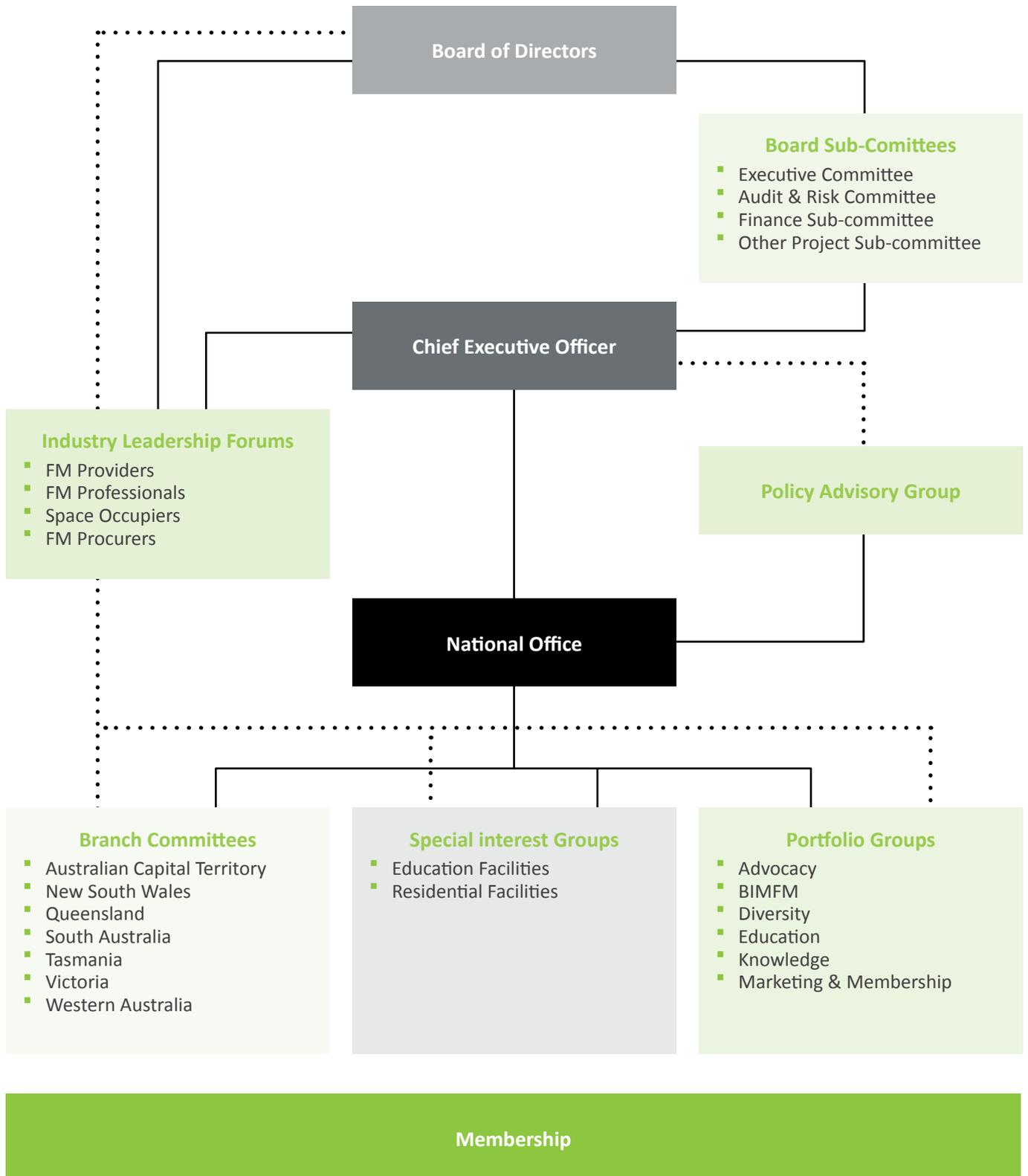
Director since 18 May 2014

Trish Ferrier

Director since 18 November 2015



Governance Structure



Branch Committees 2016-17

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 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.

Victoria

Sharon Pollard
 Louise Rowe
 Anna Glassick
 David Baguley
 Christopher Chuah
 Robert DiPasquale
 Ian Gardner
 Eric Giammarino
 Brad Harding
 Frank Jardim
 Lou La Delfa
 Matt Marsh
 Antoni Pisa
 Borz Shahsavand

New South Wales

Simon Paxton
 Irena Bakulic
 Natalia Bukovsky
 Andrew Harris
 Graham Izod

Matt Keys
 Shane McIntosh
 Nick Moore
 Ashley Palm
 Justin Thomas

ACT Branch Committee

James Elliott
 Danny Cindric
 Vineet Gahlawat
 Robert Liesegang
 Stephen Morgan
 Ian Phillips

QLD Branch Committee

Tamika Davey
 Paul Anderson
 Brad Collins
 Greg Edmunds
 Brett Emery

Clint Francis
 Philip Hancock
 Gregory Peever
 Michael Rabbidge
 Brett Saunders

SA Branch Committee

Graeme Dolman
 Suzy Donnellan
 David Bishop
 John Gerschwitz
 Nick Grice
 Greg O'Shaughnessy
 Sally Pope

TAS Branch Committee

Samantha Pascoe
 Richard Colman

Darren Harris
 Phillip Heard
 Reg Mauderer

WA Branch Committee

David Chokolich
 Paul Akhurst
 Leroy Amprimo
 George Anderson
 Jacques Dujardin
 Mark Graham
 Kevin Hall
 Russell Hodson
 Jim Palmisano
 Britney Reader
 Ryan Taylor



The Members

In July 2016, FMA introduced corporate membership and this has been taken up by a number of the companies who had been previously listed as Supporter members. The corporate membership appealed with the inclusion of the Trade Directory listing. The Trade Directory listing has two levels and the first two corporate levels 1 & 2 include the Advantage directory where the levels 3 & 4 include the Advantage + Directory.

In comparison now to the same time in 2016 the engaged individuals with the Association has grown from 1105 people to 1574 (an increase of 42%).

In comparison now to the same time in 2016 the engaged individuals with the Association has grown from 1105 people to 1574 (an increase of 42%). The states numbers compared to the same time last year show all states have increased in the number of people engaged through membership.

Member Awards

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.

National member of the year

The National Member of the Year Award is presented to the member that has demonstrated the most outstanding commitment to the Association, its vision and mission over the past year on a national basis. FMA is proud to congratulate:

Shane McIntosh

Branch members of the year

The Branch members of the year are selected on the following criteria:

- Commitment to the Association
- Professional conduct
- Attendance at local activities
- Personal involvement with the Association
- Involvement at National level
- Quality of interaction with National Office

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. The FMA is proud to congratulate:

Victoria - **Eric Giammario**

Diversity Portfolio Group - **Naveen Radhappen**

BIM Portfolio Group - **Rogier Roelvink**

The branch of the year

New South Wales

Simon Paxton
Irena Bakulic
Natalia Bukovsky
Andrew Harris
Graham Izod
Matt Keys
Shane McIntosh
Nick Moore
Ashley Palm
Justin Thomas

FMA team of the year

Cushman & Wakefield



Networking & Events

The State committees presented 35 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 AFL Grand Final, The Melbourne Cup and the Corporate Golf Day were among the most popular with the FMA network. The NSW Golf Day saw 190 attendees, the Melbourne Cup lunch saw 160 and the AFL Grand Final event saw 180.

Other highlights on the industry calendar included two signature National events, the FM Industry Awards for Excellence 2016 and Ideaction.2017, the National Facilities Management Conference & Exhibition, as well as the FM in WA Conference.

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 is home to the secretariat for Global FM.

Other partners include: *IHEA, IFMA and BIFM*

Corporate Partners 2016-17

A.G. Coombs
 IBuilt Group
 Academy Services
 Active Air Rentals
 Advanced Air Conditioning
 Allied Pickfords Business Relocations
 Assetlink
 Australian Super
 Agility
 Allied Pickfords
 Agents4RM
 Bennelong Energy Services
 Billi
 Brookfield Global Integrated Solutions
 BSA Limited
 Bueno Systems
 CBRE
 Cleanaway
 Core Vision
 CSM
 Cushman & Wakefield
 CBC
 CMC Property Services
 Dallas Air-Conditioning
 Express Glass

Facility Management Victoria
 First 5 Minutes
 GJK Facility Services
 Grosvenor Engineering Group
 Harris Mackay Group
 Hays Recruitment
 Hendry
 HFM Asset Management
 Hiflow Industries
 Hirotec
 JLL
 Karcher
 Kastle
 Matrix Group
 MRI Aust
 MSS Security
 NABERS
 NUVO Group
 National Projects & Maintenance
 Nearmap (Australia)
 NHP Electrical
 NSW Office of Environment and Heritage
 Parcel Pending
 Precise Air (QLD)
 Premier Office Relocations
 Platinum FM

Programmed Facility Management
 Prompt Corp Management
 QED Environmental Services
 Red e Response
 Service Works Global
 Sharman Property Services
 Spotless
 Skyline Landscape Services
 Softsols Group (Asia/Pacific)
 Standards Australia
 Steril-Aire
 Sustainability Victoria
 Sydney Waste Services
 Sodexo
 SINE
 TechCollect
 Tarkett Australia
 Tink Recruitment
 TJS Services
 TLE Alexandria
 Telstra
 Ventia
 Weston Plumbing
 Wormald Australia Pty Ltd
 Zip Heaters Aust

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